# Broker / Loan Officer / Account Executive User Manual

## APPRAISAL MANAGEMENT SYSTEM

**ORDER | TRACK | PRINT YOUR APRAISAL**

This manual covers all the Connexions functionality for this user type.
Access to Connexions is determined by your lender.

If you have questions concerning this please contact your site administrator.

Questions?
Contact: The CONNEXIONS Team
822 A1A North Suite 202, Ponte Vedra, FL 32082
Phone: 888-907-4507 | **Email: Connexions@InHouseUSA.com**

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## How am I notified when my Connexions Username and Password have been created?

All order notifications are sent to the email address in your Connexions profile.

Account Exec:

Thank you for signing up on the connexions platform. Below you will find your login information.

| | |
|---|---|
| **Link:** | http://training-connexions.inhouseusa.com/tandem/login/ |
| **Username:** | *ae@user.com* |
| **Password:** | *Q3rf1xy6* |

Login Information located here.

If you have any questions please contact customer service by phone 888-907-4507.

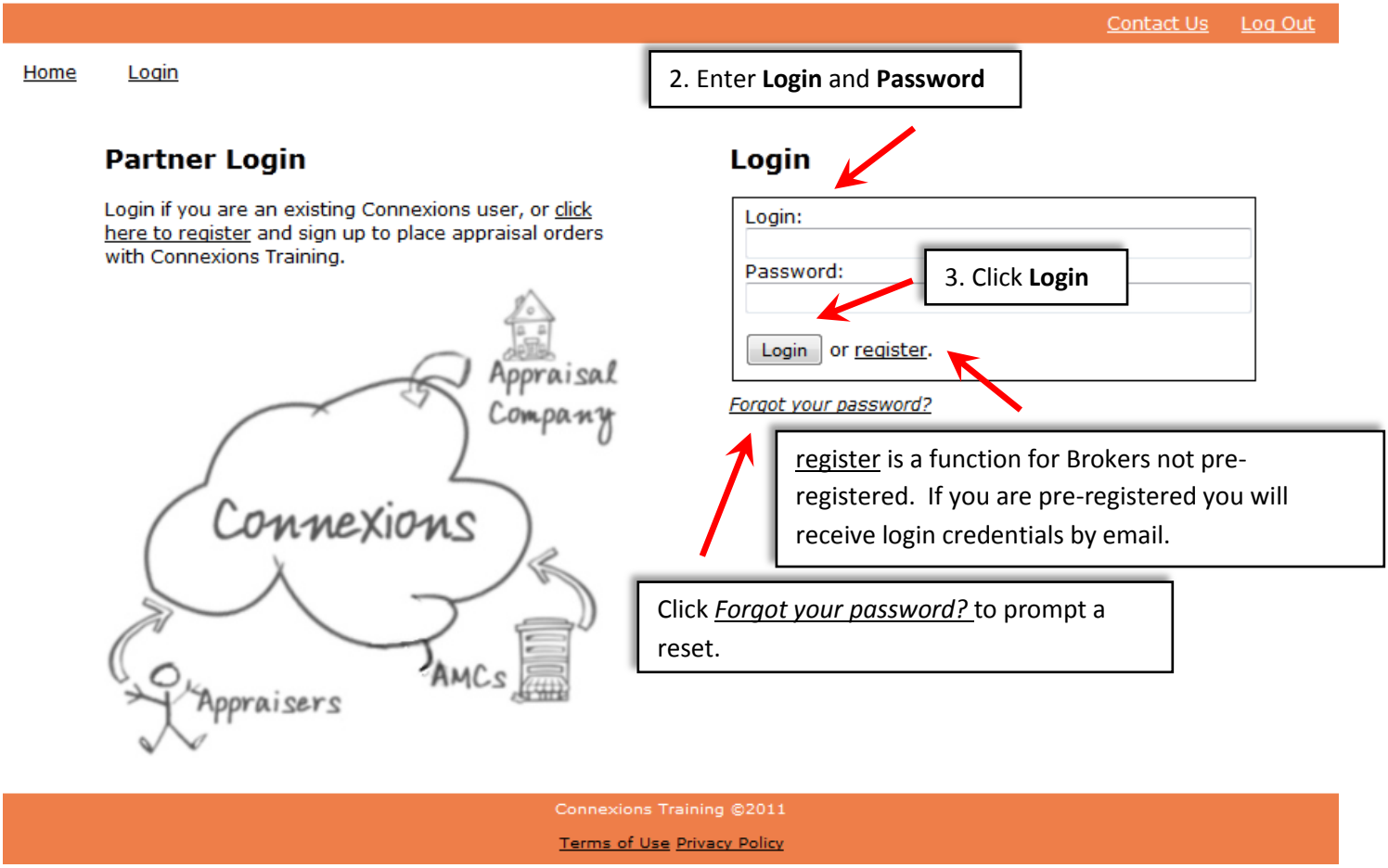
Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 888-907-4507*
*Email: Connexions@inhouseusa.com*
*Web:*

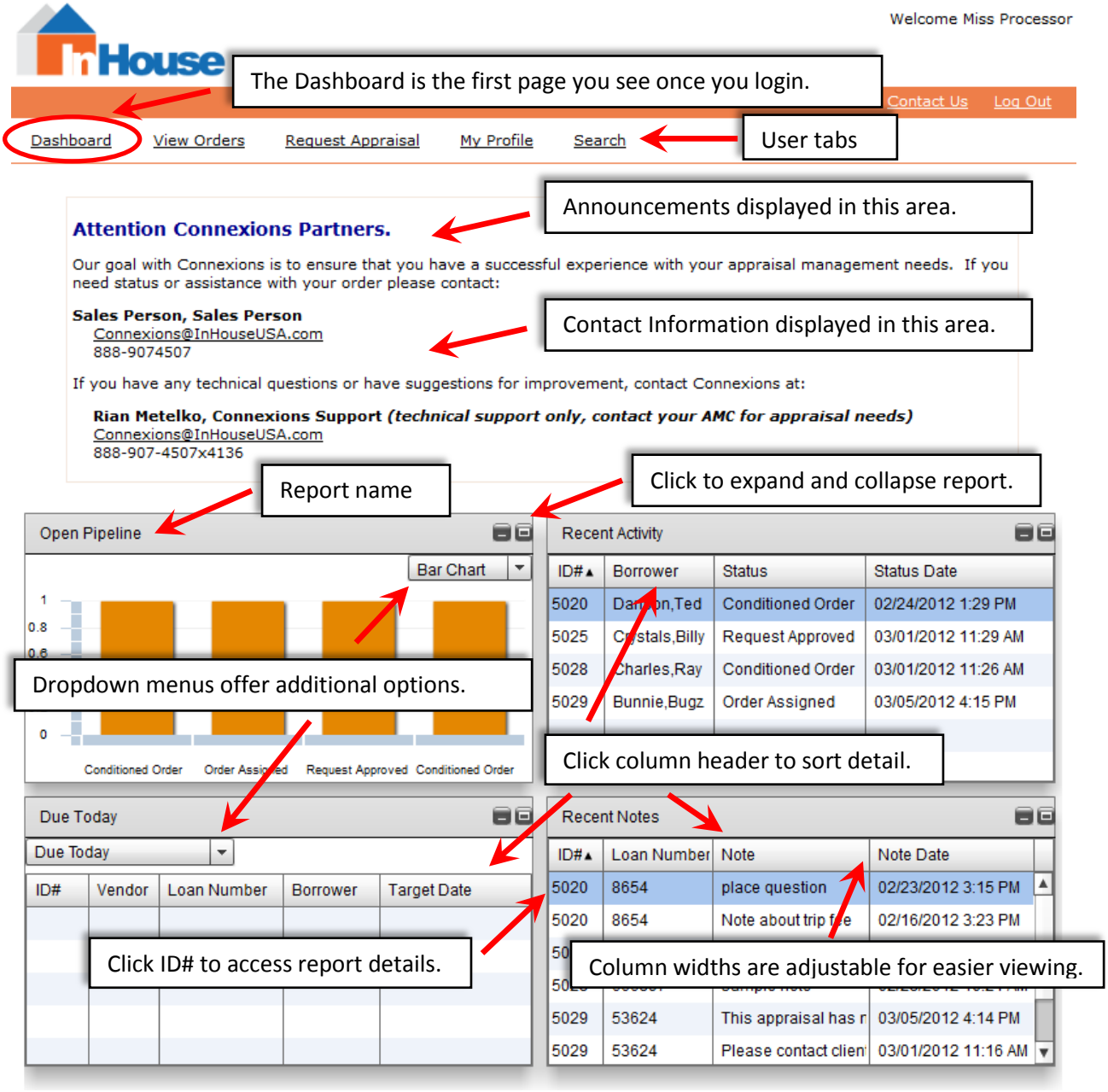
## How do I Login to Connexions?

All Access information including web site, login and password will be emailed to you from InHouse Technology.

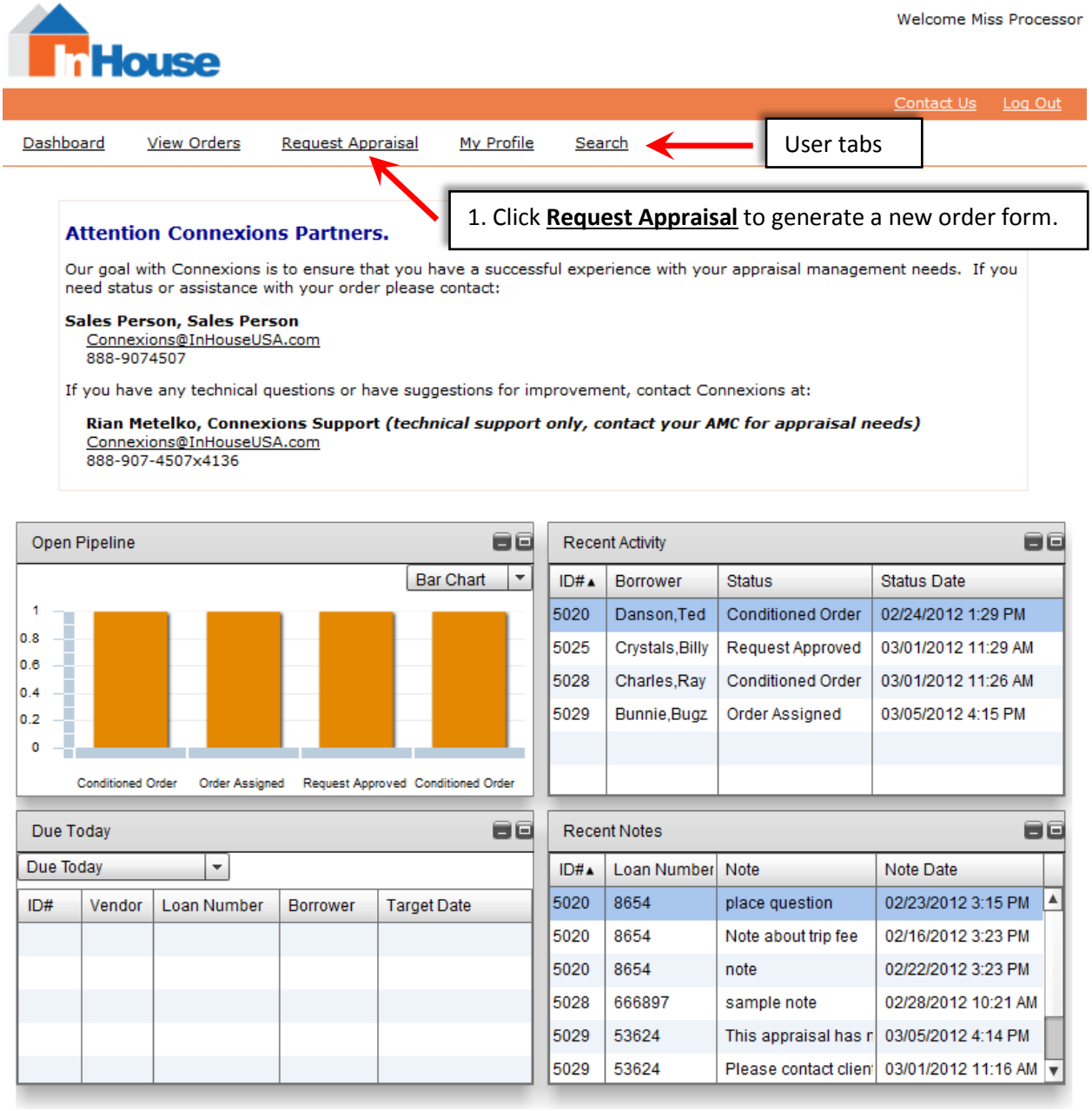
1. Access your Connexions site at https://**YOURCOMPANY**.inhouseusa.com/tandem/


Contact Us
Log Out
Home
Login
2. Enter **Login** and **Password**
Partner Login
Login if you are an existing Connexions user, or click here to register and sign up to place appraisal orders with Connexions Training.
Appraisal Company
Connexions
AMCs
Appraisers
Login
Login:
Password:
3. Click **Login**
Login or register.
Forgot your password?
register is a function for Brokers not pre-registered. If you are pre-registered you will receive login credentials by email.
Click Forgot your password? to prompt a reset.
Connexions Training ©2011
Terms of Use Privacy Policy

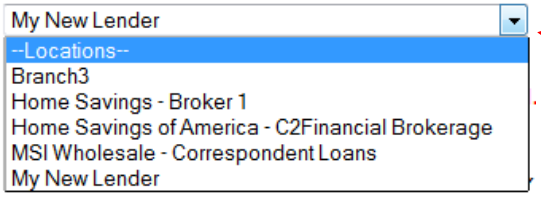
## What do I See Once I Login?



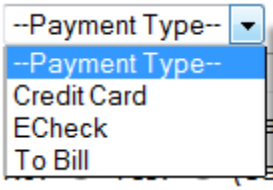
## How do I input an appraisal order?



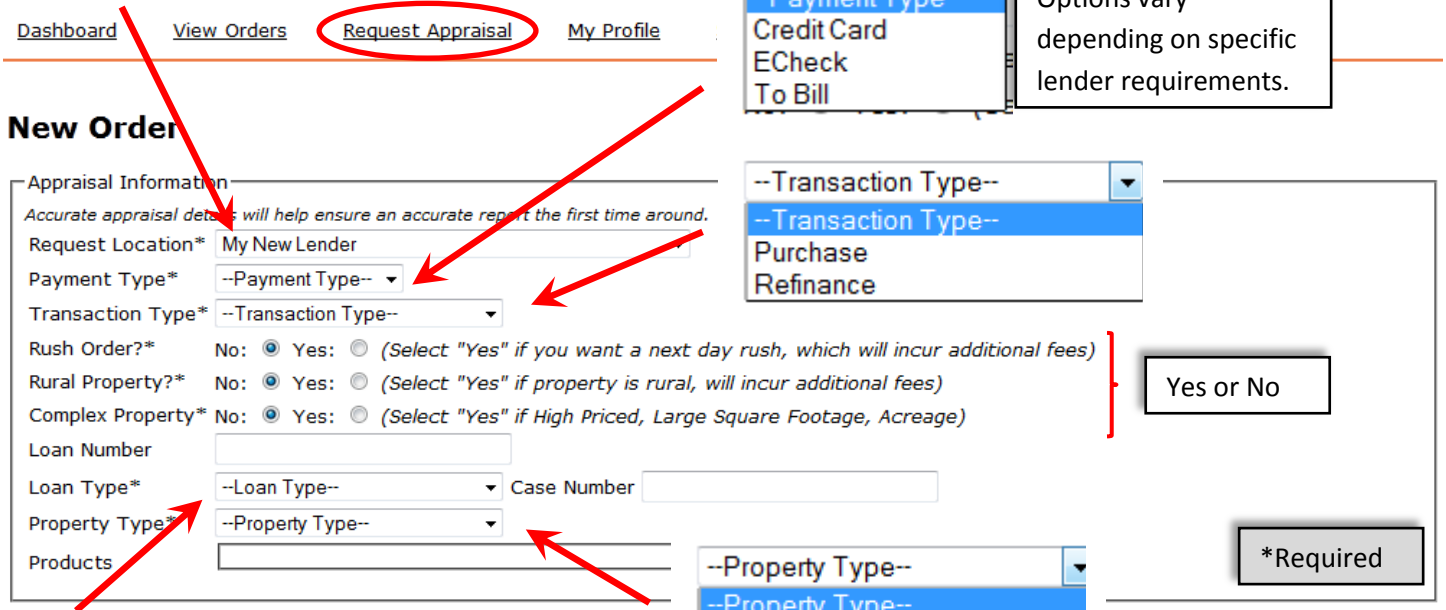
2. Complete the **Appraisal Information** section




Location drop down menu applies **only** to lenders with **multiple locations.**



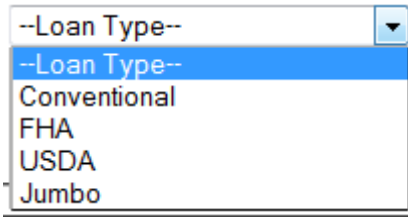

Options vary depending on specific lender requirements.

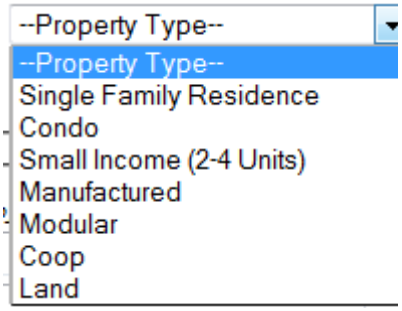

Dashboard
View Orders
Request Appraisal
My Profile
New Order
Appraisal Information
Accurate appraisal details will help ensure an accurate report the first time around.
Request Location* My New Lender
Payment Type* --Payment Type--
Transaction Type* --Transaction Type--
Rush Order?* No: Yes: (Select "Yes" if you want a next day rush, which will incur additional fees)
Rural Property?* No: Yes: (Select "Yes" if property is rural, will incur additional fees)
Complex Property* No: Yes: (Select "Yes" if High Priced, Large Square Footage, Acreage)
Loan Number
Loan Type* --Loan Type-- Case Number
Property Type* --Property Type--
Products



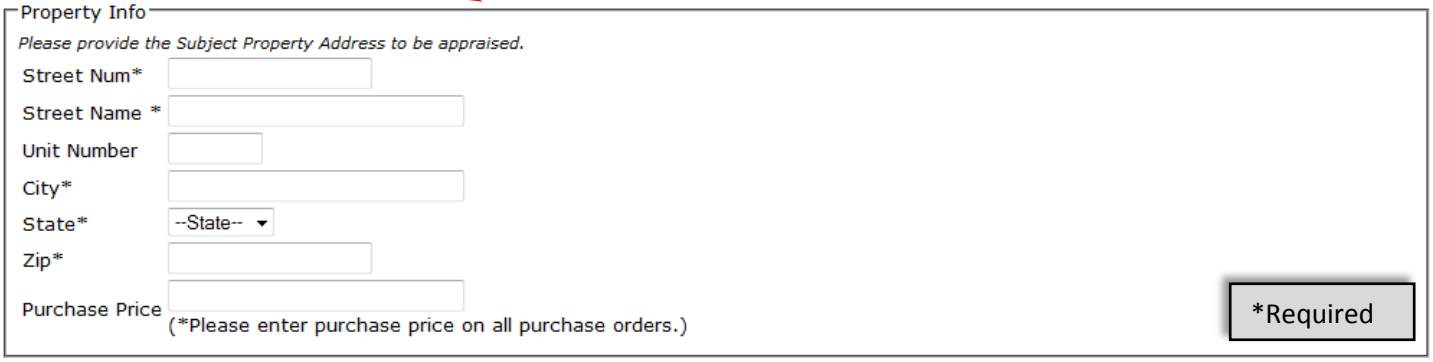

Yes or No

*Required



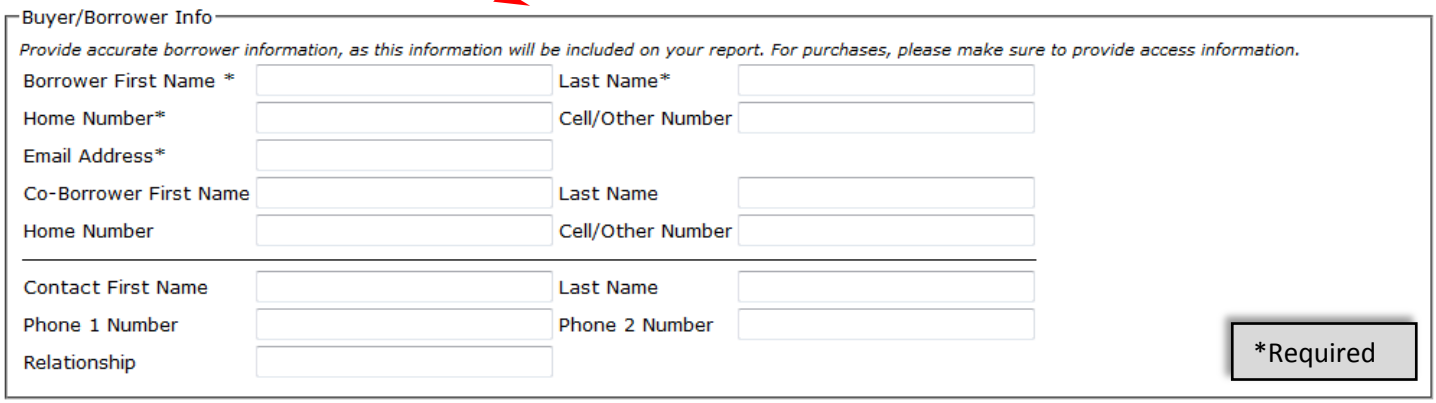




3. Complete the **Property Info** section



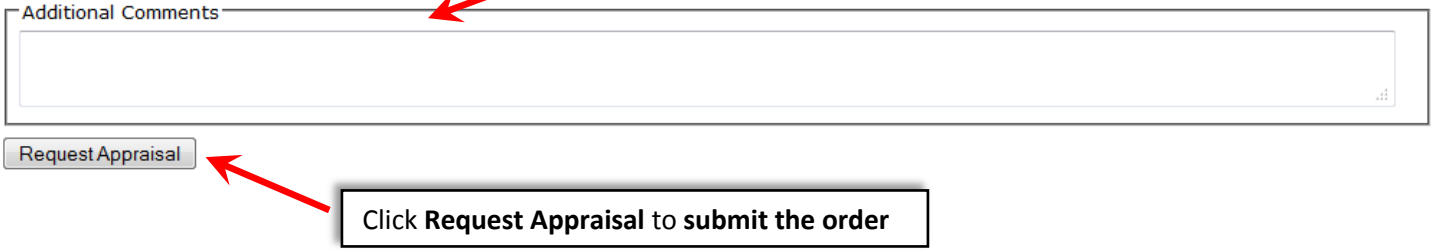

*Required

4. Complete the **Buyer/Borrower Info** section




5. Upload available **Files** for the order

6. Add **Additional Comments**




Click **Request Appraisal** to **submit the order**

## How am I notified when my appraisal order request has been accepted?

All order notifications are sent to the email address in your Connexions profile.

Broker User,

This email is to let you know that we have received your request for an appraisal. Please review the below Order Details, and if any changes need to be made, contact customer service by email Connexions@inhouseusa.com or by phone 888-907-4507 so we can make any necessary changes. Or if you prefer, you can enter a note into the order with the necessary changes and the vendor will be notified.

### Order Summary - Appraisal Request:

| | | | |
|---|---|---|---|
| **Borrower(s):** | Friskie,Someone | **Property Type:** | Single Family Residence |
| **Address:** | 567 Meow Way | **Loan Type:** | Conventional |
| **City/ST/Zip:** | Ponte Vedra, FL | **Transaction Type:** | Refinance |

**Appraisal Products:**

- 2055 - Exterior-Only Inspection Residential Appraisal Report

Order detail located here.

If your lender requires a payment up front and you have not entered the payment information, please do the following:

- Go to the appraisal processing site: http://training-connexions.inhouseusa.com/tandem
- Login into site
- Click the View Orders link
- Click the Missing Payment tab
- Click the green dollar sign which should be visible on the order that is missing payment
- Enter payment information

If you have any questions please contact customer service by phone 888-907-4507.

Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 888-907-4507*
*Email: Connexions@inhouseusa.com*
*Web:*

## How am I notified when my order has been assigned to an appraiser?

All order notifications are sent to the email address in your Connexions profile.

Dear Admin User:

Your appraisal request for Davis,Bette for property address: 301 N. Rockingham Dr Brentwood CA on 02-23-2012 was assigned to Appraiser user.

Appraiser user is requesting a fee increase from QUOTE to $75 due to the following reasons:

Trip Fee

Please log in at http://training-connexions.inhouseusa.com/tandem/fee-changes/ to either approve or deny the fee increase request.

If you have any questions please contact your Appraisal Management Company or Account Manager Connexions Training (do not reply to this email).

If you have any questions please contact customer service .

Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 888-907-4507*
*Email: Connexions@inhouseusa.com*
*Web:*

Order detail located here.

## How am I notified when my order moves from Request Approved to Order Assigned?

All order notifications are sent to the email address in your Connexions profile.

Training User,

This email is to let you know that the order's status has changed from **Request Approved** to **Order Assigned**. Please review the below Order Details, and if any changes need to be made please contact the vendor using the information below. If you prefer, you can enter a note into the order with the necessary changes and the vendor will be notified.

### Order Summary - Appraisal Request:

| | | | |
|---|---|---|---|
| **Borrower(s):** | James,Dean | **Property Type:** | Single Family Residence |
| **Address:** | 14611 Sutton Road | **Loan Type:** | Conventional |
| **City/ST/Zip:** | Sherman oaks, CA | **Transaction Type:** | Purchase |
| | | **Appointment Date:** | 03-07-2012 at 01:00 pm |

**Appraisal Products:**

- 1004 - Uniform Residential Appraisal Report

Order detail located here.

If you have any questions please contact customer service by phone 888-907-4507.

Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 888-907-4507*
*Email: Connexions@inhouseusa.com*
*Web:*

## How am I notified if my appraisal order has been re-assigned?

All order notifications are sent to the email address in your Connexions profile.

Admin User,

Appraiser / Company AMC 2 has not accepted the appraisal request in the allowed time frame; the order has been unassigned and reassigned to the next available AMC or appraiser.

**Property:** 745 Oaks Road Jacksonville, FL

**Order ID:**

If you have any questions please contact customer service by phone 888-907-4507.

Order detail located here.

Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 888-907-4507*
*Email: Connexions@inhouseusa.com*
*Web:*

## How am I notified when my appraisal order has been scheduled?

All order notifications are sent to the email address in your Connexions profile.

Admin User,

This email is to let you know that the order's status has changed from **Vendor Accepted** to **Scheduled**. Please review the below Order Details, and if any changes need to be made please contact the vendor using the information below. If you prefer, you can enter a note into the order with the necessary changes and the vendor will be notified.

### Order Summary - Appraisal Request:

| | | | |
|---|---|---|---|
| **Borrower(s):** | Douglas,Michael | **Property Type:** | Single Family Residence |
| **Address:** | 812 Napoli Dr. | **Loan Type:** | Conventional |
| **City/ST/Zip:** | Beverly Hills, CA | **Transaction Type:** | Purchase |
| | | **Appointment Date:** | 04-06-2012 at 10:00 am |

**Appraisal Products:**

- 1004 - Uniform Residential Appraisal Report

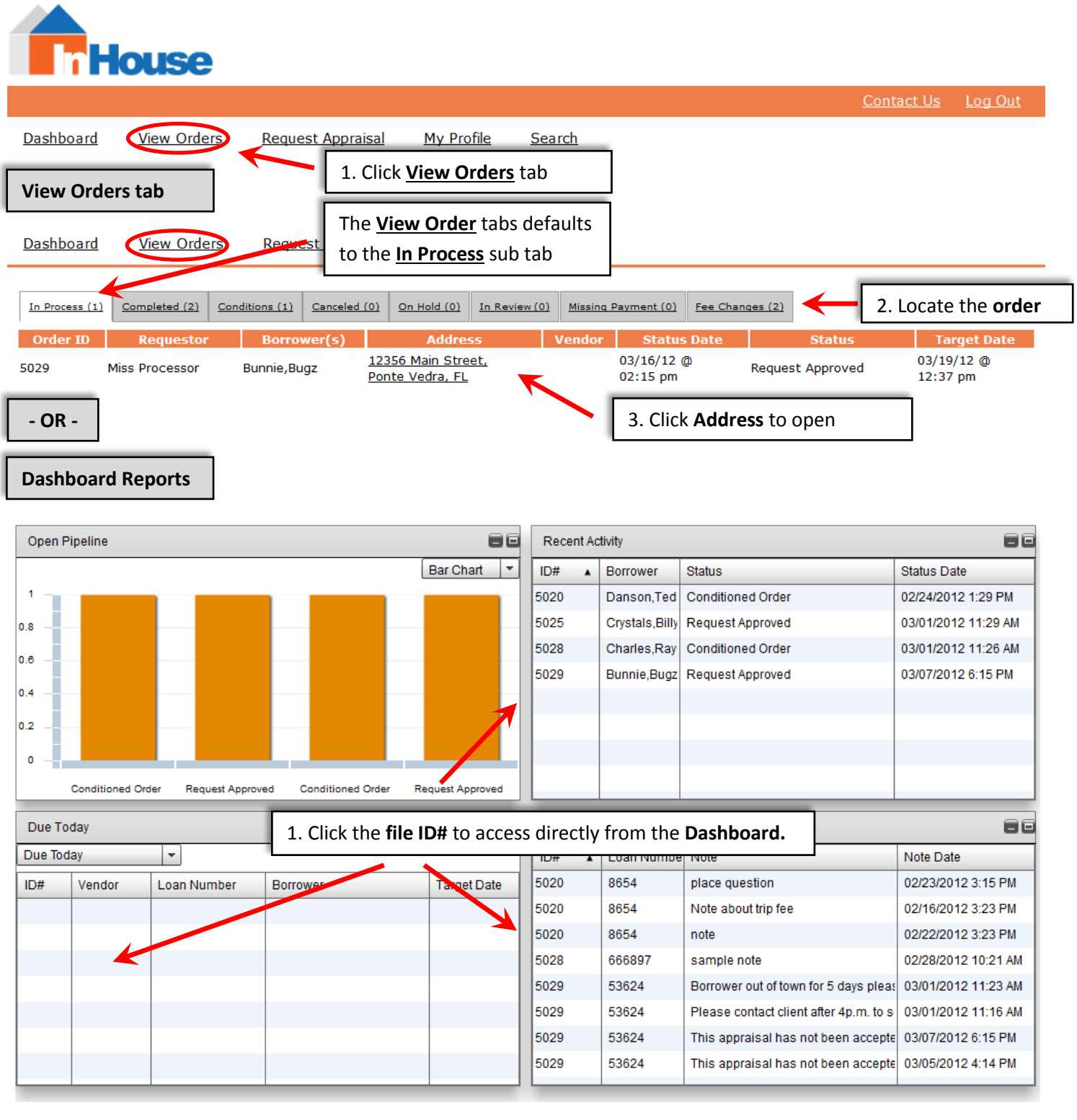
Order detail located here.

If you have any questions please contact customer service by phone 555-555-5555.

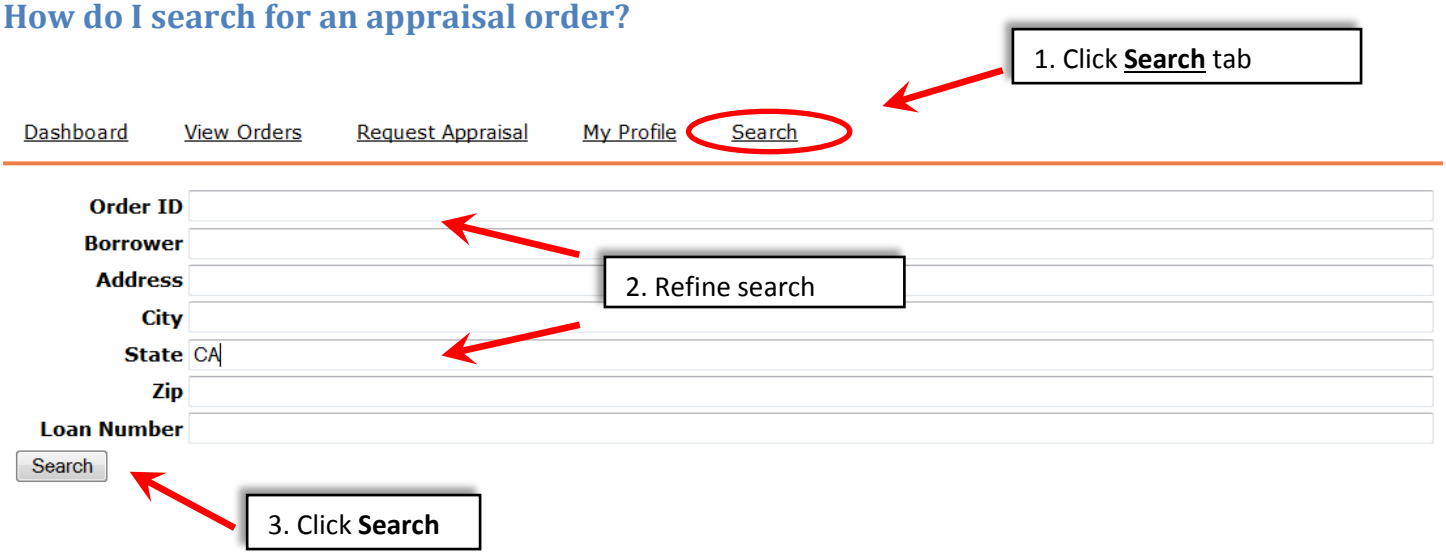
Regards,

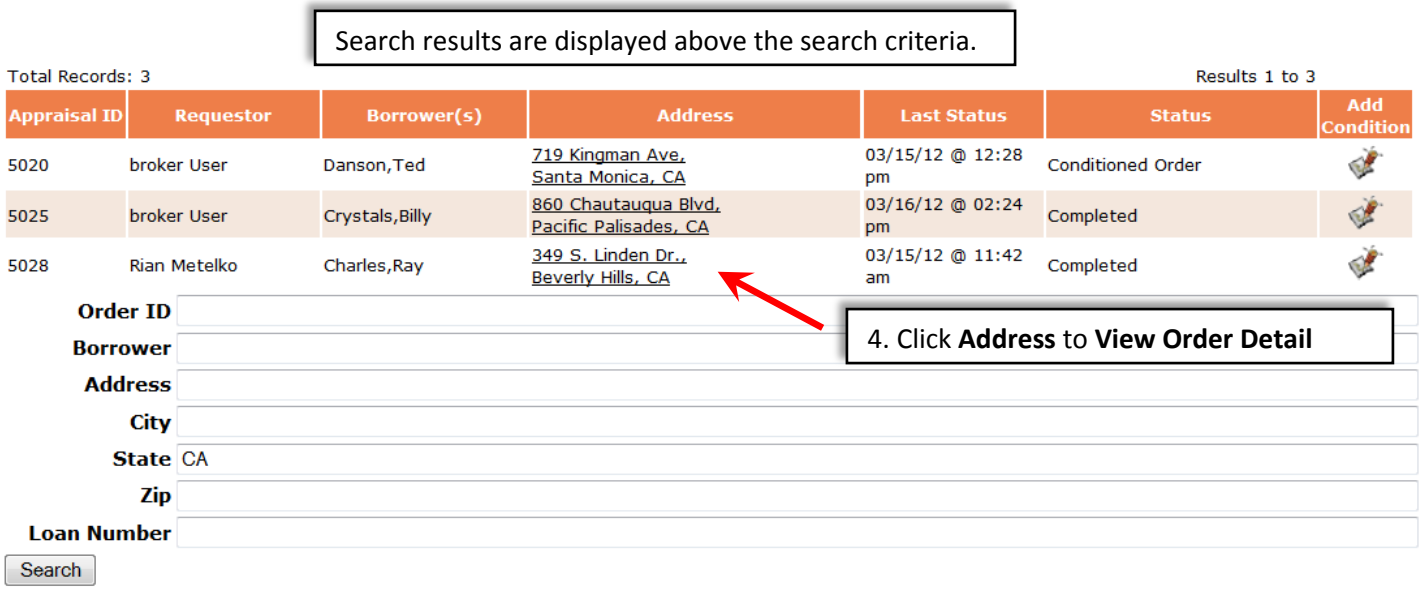
*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 555-555-5555*
*Email: Connexions@inhouseusa.com*
*Web:*

# How do I view an appraisal order?



## How do I search for an appraisal order?

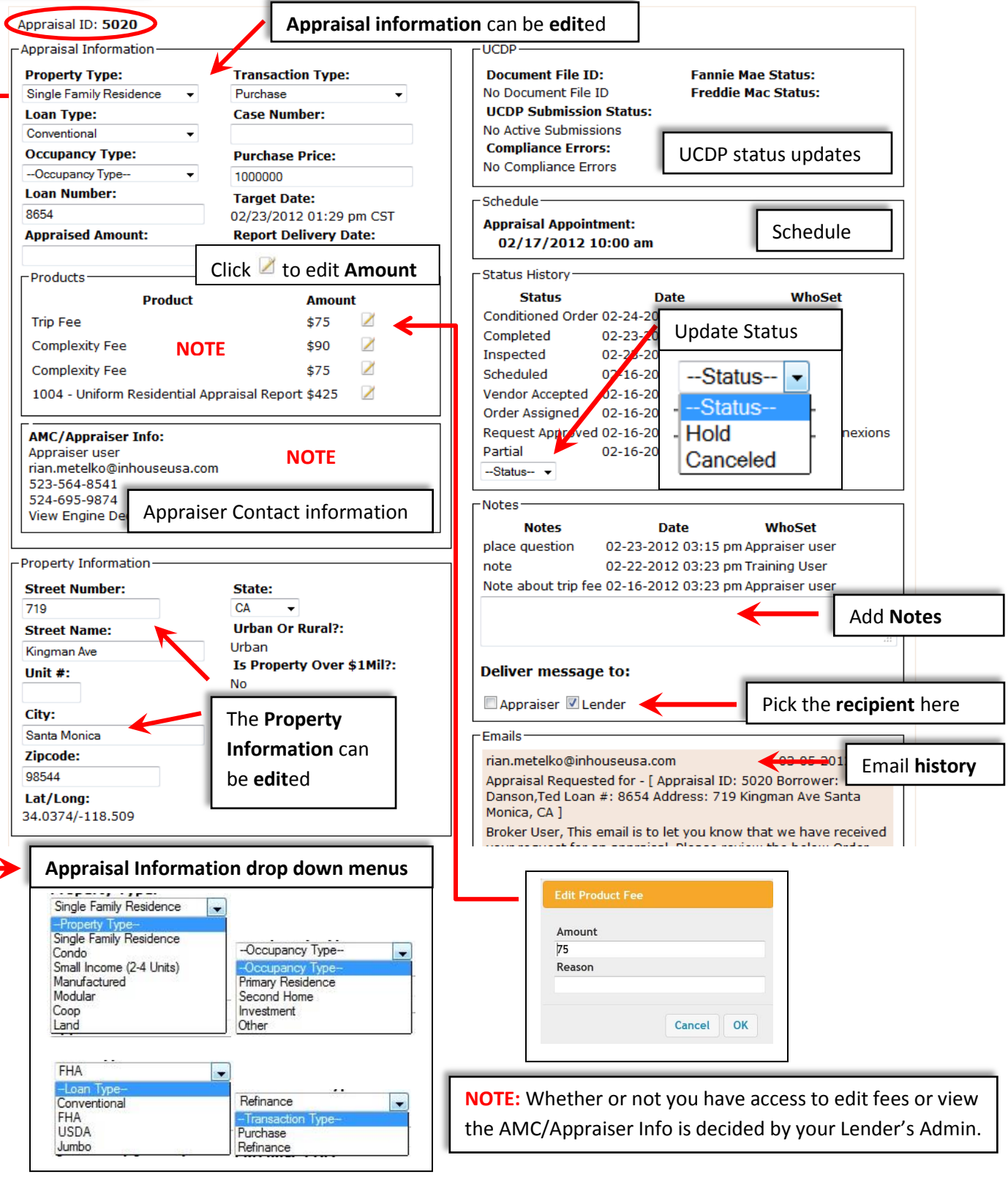


## What is the Order Report detail view?

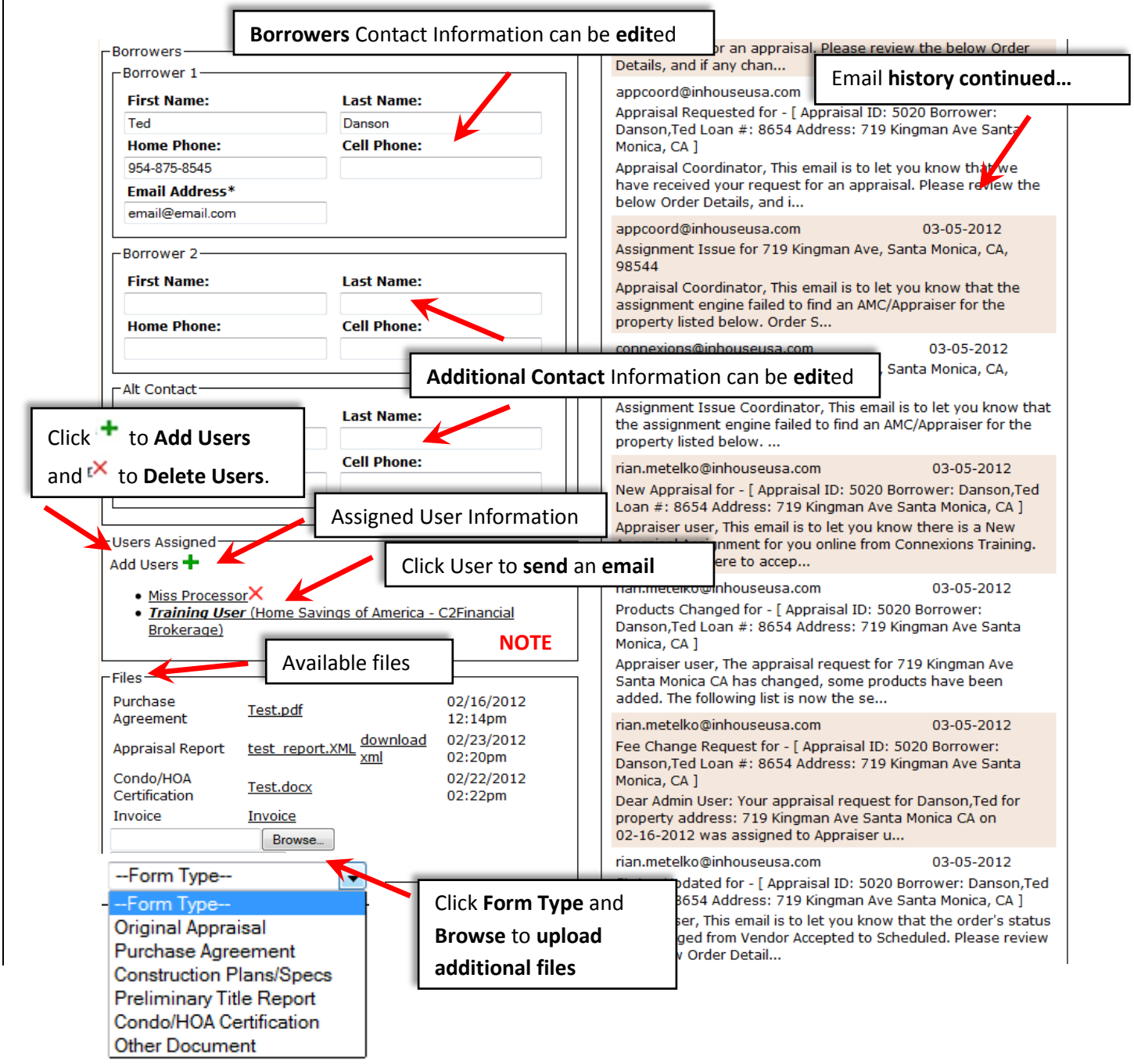
Depending on the lender's requested site settings and your browser this page may come up in the same window, a new tab, or a new window.

**Order Report Detail**




**NOTE:** Whether or not you have access to edit fees or view the AMC/Appraiser Info is decided by your Lender's Admin.

## Continued Report View


Borrowers Contact Information can be edited
Email history continued…
Additional Contact Information can be edited
Click to Add Users and to Delete Users.
Assigned User Information
Click User to send an email
Available files
Click Form Type and Browse to upload additional files
Borrowers
Borrower 1
First Name:
Ted
Last Name:
Danson
Home Phone:
954-875-8545
Cell Phone:
Email Address*
email@email.com
Borrower 2
First Name:
Last Name:
Home Phone:
Cell Phone:
Alt Contact
Last Name:
Cell Phone:
Users Assigned
Add Users
Miss Processor
Training User (Home Savings of America - C2Financial Brokerage)
NOTE
Files
Purchase Agreement
Test.pdf
02/16/2012 12:14pm
Appraisal Report
test_report.XML
download xml
02/23/2012 02:20pm
Condo/HOA Certification
Test.docx
02/22/2012 02:22pm
Invoice
Invoice
Browse...
--Form Type--
--Form Type--
Original Appraisal
Purchase Agreement
Construction Plans/Specs
Preliminary Title Report
Condo/HOA Certification
Other Document
Details, and if any chan...
appcoord@inhouseusa.com
Appraisal Requested for - [ Appraisal ID: 5020 Borrower: Danson,Ted Loan #: 8654 Address: 719 Kingman Ave Santa Monica, CA ]
Appraisal Coordinator, This email is to let you know that we have received your request for an appraisal. Please review the below Order Details, and i...
appcoord@inhouseusa.com 03-05-2012
Assignment Issue for 719 Kingman Ave, Santa Monica, CA, 98544
Appraisal Coordinator, This email is to let you know that the assignment engine failed to find an AMC/Appraiser for the property listed below. Order S...
03-05-2012
Assignment Issue Coordinator, This email is to let you know that the assignment engine failed to find an AMC/Appraiser for the property listed below. ...
rian.metelko@inhouseusa.com 03-05-2012
New Appraisal for - [ Appraisal ID: 5020 Borrower: Danson,Ted Loan #: 8654 Address: 719 Kingman Ave Santa Monica, CA ]
Appraiser user, This email is to let you know there is a New
for you online from Connexions Training.
rian.metelko@inhouseusa.com 03-05-2012
Products Changed for - [ Appraisal ID: 5020 Borrower: Danson,Ted Loan #: 8654 Address: 719 Kingman Ave Santa Monica, CA ]
Appraiser user, The appraisal request for 719 Kingman Ave Santa Monica CA has changed, some products have been added. The following list is now the se...
rian.metelko@inhouseusa.com 03-05-2012
Fee Change Request for - [ Appraisal ID: 5020 Borrower: Danson,Ted Loan #: 8654 Address: 719 Kingman Ave Santa Monica, CA ]
Dear Admin User: Your appraisal request for Danson,Ted for property address: 719 Kingman Ave Santa Monica CA on 02-16-2012 was assigned to Appraiser u...
rian.metelko@inhouseusa.com 03-05-2012

**NOTE:** Add Users lists users in alphabetical order by First Name.

Click **Update Appraisal** to **SAVE** changes.

## How do I view the appraisal?

1. Click **View Orders** tab

2. Click **Completed** tab

Dashboard | View Orders | Request

In Process (2) | Completed (0) | Conditions (2) | Canceled (0) | On Hold (0) | In Review (0) | Missing Payment (0) | Fee Changes (2)

Specific to system configuration available options should be discussed with the administrator.

3. Click to open appraisal report

| Order ID | Requestor | Borrower(s) | Address | Vendor | Last Status | Status | Reports App Cert Inv | Add Condition | QC Report | Send Report | Mail Report |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 30 | Phillip LoanOfficer | Smith,John Smith,Jane | 1234 Main Street, Irvine, CA | Chris Appraiser | 12/20/11 @ 10:18 am | Completed | | | | | |
| 234 | Admin 4 | Williams,Ted | 452 any Street, Happyville, FL | Chris Appraiser | 12/20/11 @ 10:17 am | Completed | | | | | |

**- OR -**

1. **Open Report Detail** from the **Dashboard** shortcuts

Appraisal ID: **30**

Appraisal Information

**Property Type:** Single Family Residence
**Loan Type:** Conventional
**Occupancy Type:** --Occupancy Type--
**Loan Number:** 123456789
**Appraised Amount:**
**Transaction Type:** Refinance
**Case Number:**
**Purchase Price:** 0
**Target Date:** 03/18/2011 03:51 pm CDT
**Report Delivery Date:**

UCDP

**Document File ID:** No Document File ID
**UCDP Submission Status:** Error
**Compliance Errors:** No Compliance Errors
**Fannie Mae Status:**
**Freddie Mac Status:**

Schedule

**Appraisal Appointment:** 10/27/2011 10:00 am

Scroll down to the bottom of the report detail

Files

Appraisal Report Test.pdf 11/30/2011 12:35pm
Appraisal Report Test.pdf 12/16/2011 09:42am
Appraisal Report Test.pdf 12/20/2011 09:18am
Invoice Invoice
Browse...
--Form Type--

2. Click on **Appraisal Report**

**All Files** for the order can be **accessed here**.

UCDP Business Info

**FNM Seller #:**
**FNM Lender Institution ID:**
**FNM Case File ID**
**FRE ID #:**
**FRE Seller ID:**

12-01-2011

Phillip LoanOfficer, This email is to let you know that the order's status has changed from UCDP to Conditioned Order. Please ... the below Order D...

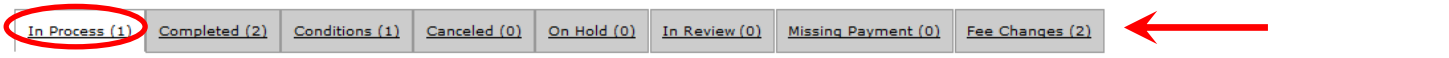
...loanofficer@demolender.com 12-16-2011
...tion(s) Satisfied for
... LoanOfficer, This email is to let you know that your condition request is complete for the property listed below. Please click on the link bel...

joe.Smith@inhousrusa.com 12-16-2011
Condition(s) Satisfied for
Joe Smith, This email is to let you know that your condition

The displayed tab shows white. The system defaults to the In Process tab.

## How do I view my pipeline?

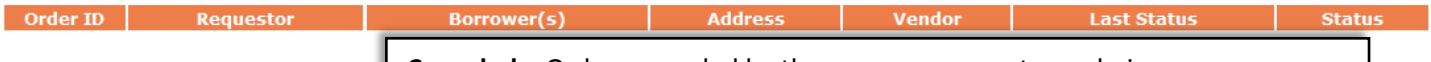
Dashboard | View Orders | Request Appraisal | My Profile | Search



**In Process –** Orders not yet completed by the assigned Appraiser/AMC.

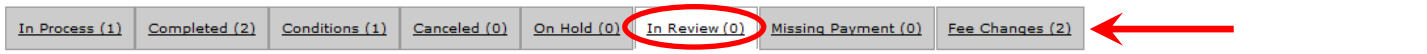
**Completed –** Orders completed by the assigned Appraiser/AMC.

**Conditions –** Orders which were completed but needed additional information on the report as requested by the user to the assigned Appraiser/AMC.




**Canceled –** Orders canceled by the processor or system admin.

**On Hold –** Orders assigned to an Appraiser/AMC but marked as On Hold by the Broker/Lender User.



**In Review –** Order where the assigned Appraiser/AMC returned the report and it is under internal or InHouse review. **This tab is not used by all lenders/companies**.

## Pipeline View Continued

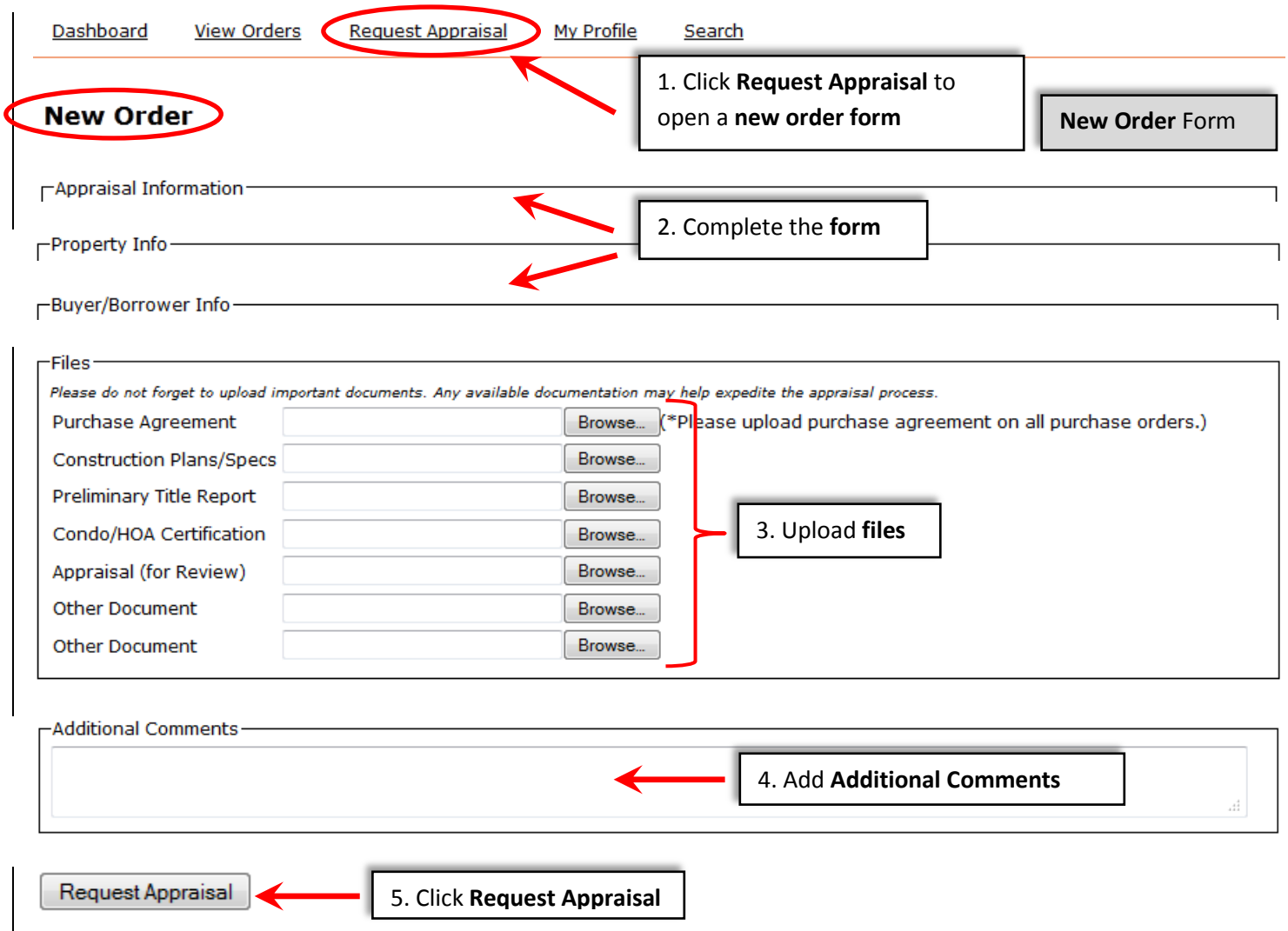
**Not all users can see the Missing Payments tab,** such as Underwriters.

**Missing Payment –** An order placed without payment information, such as credit card or echeck information, which requires this information be entered before the order flows to the assigned Appraiser/AMC to begin work.

**Fee Changes** – Orders with fee changes that need to be approved. **This tab is not used by all lenders/companies.**

## How do I attach a file or upload documents to an order?

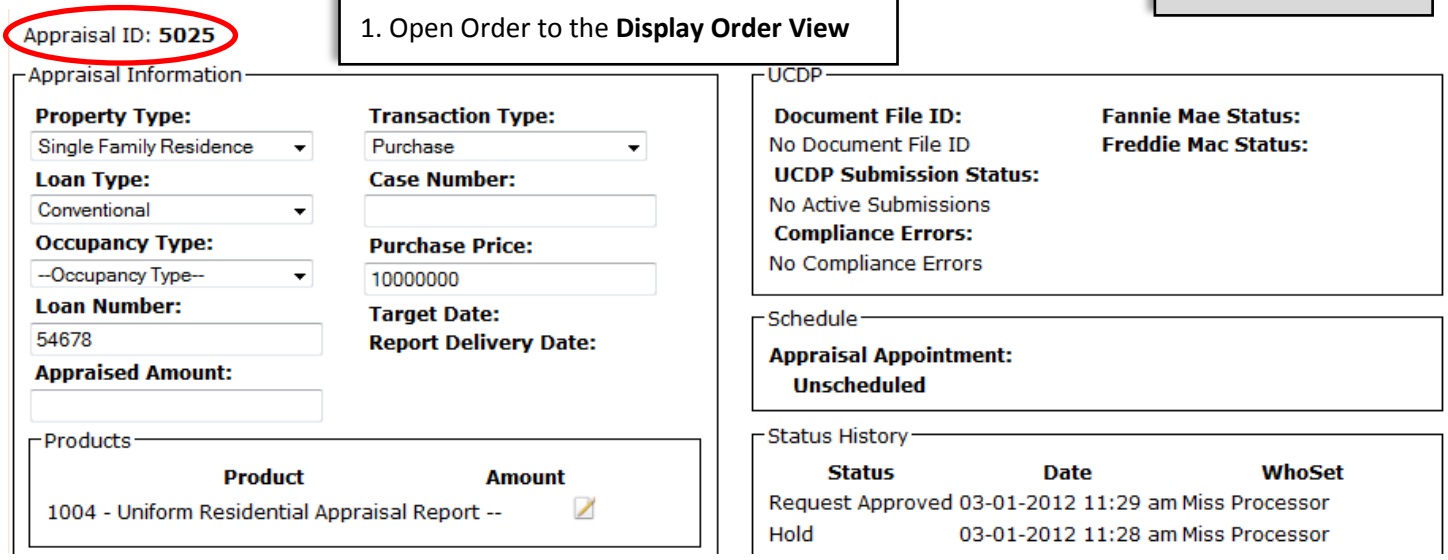
**Attach files** when you input a **new order.**



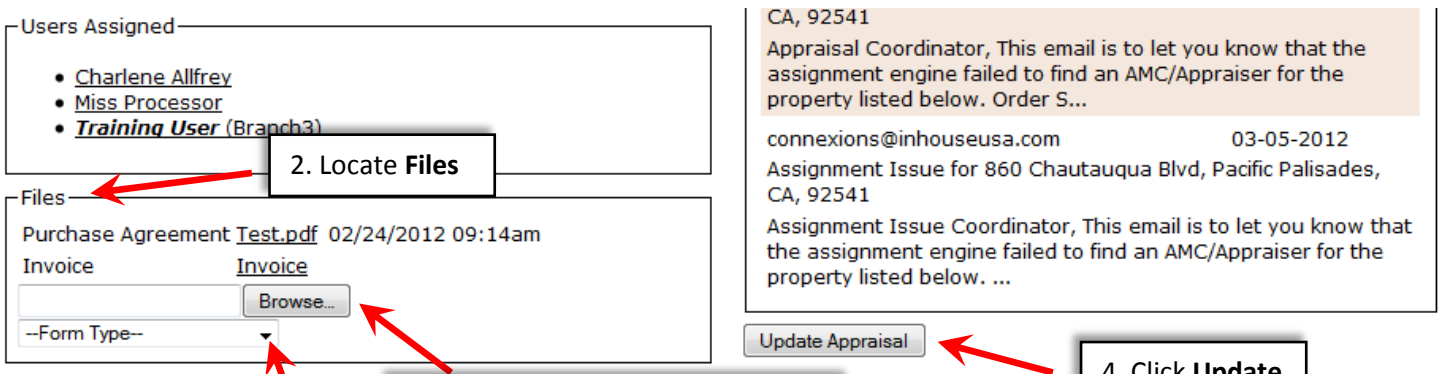
**Upload files** to an **existing order.**

**Display Order** View

1. Open Order to the **Display Order View**



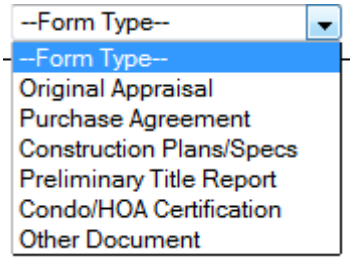

The file data is displayed here. Scroll down to view


Users Assigned
Charlene Allfrey
Miss Processor
Training User (Branch3)
CA, 92541
Appraisal Coordinator, This email is to let you know that the assignment engine failed to find an AMC/Appraiser for the property listed below. Order S...
connexions@inhouseusa.com
03-05-2012
Assignment Issue for 860 Chautauqua Blvd, Pacific Palisades, CA, 92541
Assignment Issue Coordinator, This email is to let you know that the assignment engine failed to find an AMC/Appraiser for the property listed below. ...
Files
Purchase Agreement Test.pdf 02/24/2012 09:14am
Invoice
Invoice
Browse...
--Form Type--
Update Appraisal

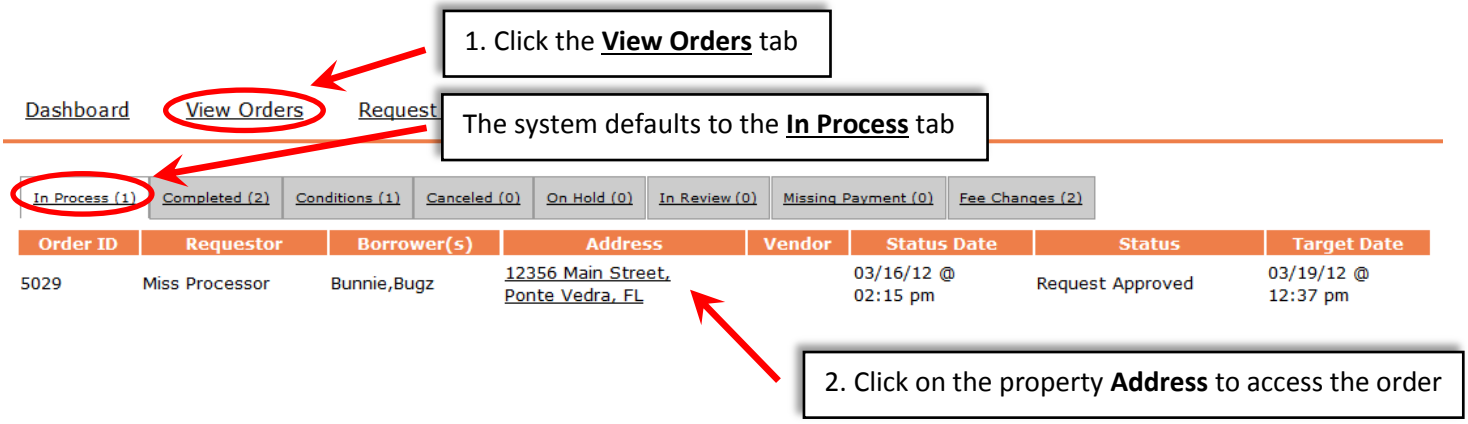
2. Locate **Files**

3. Choose the **Form Type** from the dropdown menu and Click **Browse** to locate and **upload file**

4. Click **Update Appraisal** to **save** changes



## How do I view my orders in process?



## How am I notified when my order moves from Inspected to Appraisal Review?

All order notifications are sent to the email address in your Connexions profile.

broker User,

This email is to let you know that the order's status has changed from **Inspected** to **Appraisal Review**. Please review the below Order Details, and if any changes need to be made please contact the vendor using the information below. If you prefer, you can enter a note into the order with the necessary changes and the vendor will be notified.

### Order Summary - Appraisal Request:

| | | | |
|---|---|---|---|
| **Borrower(s):** | Chaplin,Charles | **Property Type:** | Single Family Residence |
| **Address:** | 1085 Summit Dr | **Loan Type:** | Conventional |
| **City/ST/Zip:** | Beverly Hills, CA | **Transaction Type:** | Purchase |
| | | **Appointment Date:** | 03-15-2012 at 04:00 pm |

**Appraisal Products:**

- Trip Fee
- 1004 - Uniform Residential Appraisal Report

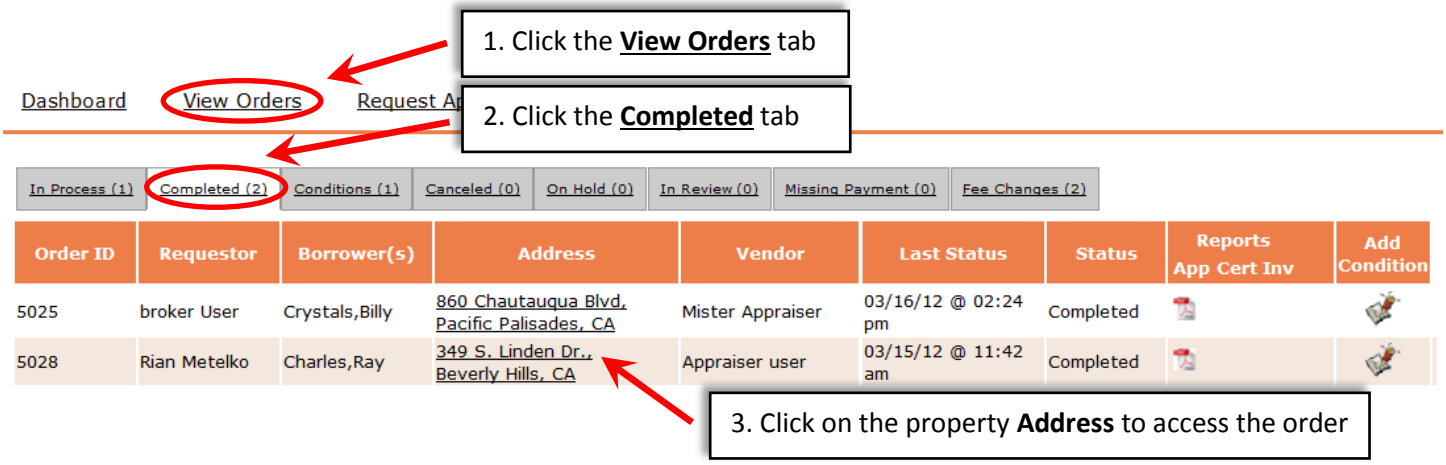
Order detail located here.

If you have any questions please contact customer service by phone 555-555-5555.

Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 555-555-5555*
*Email: Connexions@inhouseusa.com*
*Web:*

## How do I view my completed orders?



## How am I notified when my order moves from Inspected to Completed?

All order notifications are sent to the email address in your Connexions profile.

,

This email is to let you know that the order's status has changed from **Inspected** to **Completed**. Please review the below Order Details, and if any changes need to be made please contact the vendor using the information below. If you prefer, you can enter a note into the order with the necessary changes and the vendor will be notified.

### Order Summary - Appraisal Request:

| | | | |
|---|---|---|---|
| **Borrower(s):** | Hughes,William | **Property Type:** | Single Family Residence |
| **Address:** | 42 Fairmont Ave | **Loan Type:** | Conventional |
| **City/ST/Zip:** | Newark, NJ | **Transaction Type:** | Purchase |
| | | **Appointment Date:** | 02-15-2012 at 10:00 am |

**Appraisal Products:**

- 1004 - Uniform Residential Appraisal Report

Order detail located here.

Your appraisal report has been completed. If you wish to download and view your appraisal report electronically, please click on the following link. The appraisal download link is valid for the next 0 days or clicks whichever happens first.

Click this link to download your appraisal report electroncially. https://training-connexions.inhouseusa.com/tandem/download-report/?guid=5017-1329424334825448775

Your completed appraisal request includes an AMC certification. If you wish to download and view the AMC certification, please click on the following link. The AMC certification link is valid for the next 0 days or clicks whichever happens first.

Click this link to download your AMC certificate electroncially. https://training-connexions.inhouseusa.com/tandem/download-amc-certification/?guid=5017-1329424334825448775

Your completed appraisal request included an invoice. If you wish to download and view the invoice, please click on the following link. The invoice link is valid for the next 0 days or clicks whichever happens first.

Click this link to download your invoice electroncially. https://training-connexions.inhouseusa.com/tandem/download-invoice/?guid=5017-1329424334825448775

If you have any questions please contact customer service by phone 888-907-4507.

Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 888-907-4507*
*Email: Connexions@inhouseusa.com*
*Web:*

## How am I notified when my order moves from Conditioned Order to Completed?

All order notifications are sent to the email address in your Connexions profile.

,

This email is to let you know that the order's status has changed from **Conditioned Order** to **Completed**. Please review the below Order Details, and if any changes need to be made please contact the vendor using the information below. If you prefer, you can enter a note into the order with the necessary changes and the vendor will be notified.

### Order Summary - Appraisal Request:

| | | | |
|---|---|---|---|
| **Borrower(s):** | Brown,Charlie | **Property Type:** | Single Family Residence |
| **Address:** | 14 Happy Lane | **Loan Type:** | Conventional |
| **City/ST/Zip:** | Chandler, TN | **Transaction Type:** | Purchase |
| | | **Appointment Date:** | 02-14-2012 at 01:00 pm |

**Appraisal Products:**

- 1004 - Uniform Residential Appraisal Report

Order detail located here.

Your appraisal report has been completed. If you wish to download and view your appraisal report electronically, please click on the following link. The appraisal download link is valid for the next 0 days or clicks whichever happens first.

Click this link to download your appraisal report electroncially. https://training-connexions.inhouseusa.com/tandem/download-report/?guid=5019-13341794071562601678

Your completed appraisal request includes an AMC certification. If you wish to download and view the AMC certification, please click on the following link. The AMC certification link is valid for the next 0 days or clicks whichever happens first.

Click this link to download your AMC certificate electroncially. https://training-connexions.inhouseusa.com/tandem/download-amc-certification/?guid=5019-13341794071562601678

Your completed appraisal request included an invoice. If you wish to download and view the invoice, please click on the following link. The invoice link is valid for the next 0 days or clicks whichever happens first.

Click this link to download your invoice electroncially. https://training-connexions.inhouseusa.com/tandem/download-invoice/?guid=5019-13341794071562601678

If you have any questions please contact customer service by phone 555-555-5555.

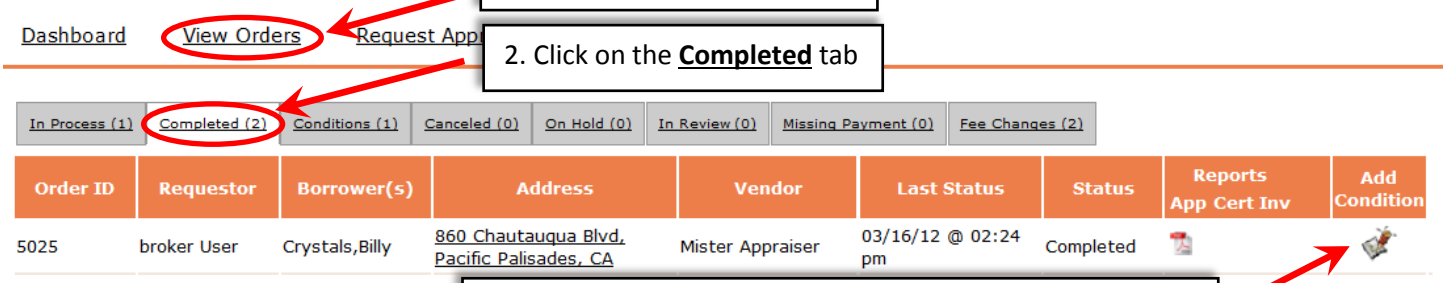
Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 555-555-5555*
*Email: Connexions@inhouseusa.com*
*Web:*

## How do I add a condition to an order?

1. Click the **View Orders** tab

2. Click on the **Completed** tab

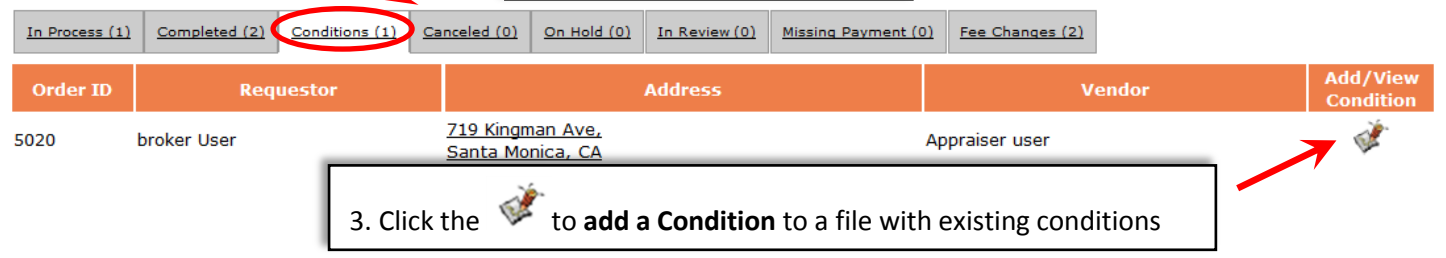



3. Click the to **add a Condition** to a **Completed** order

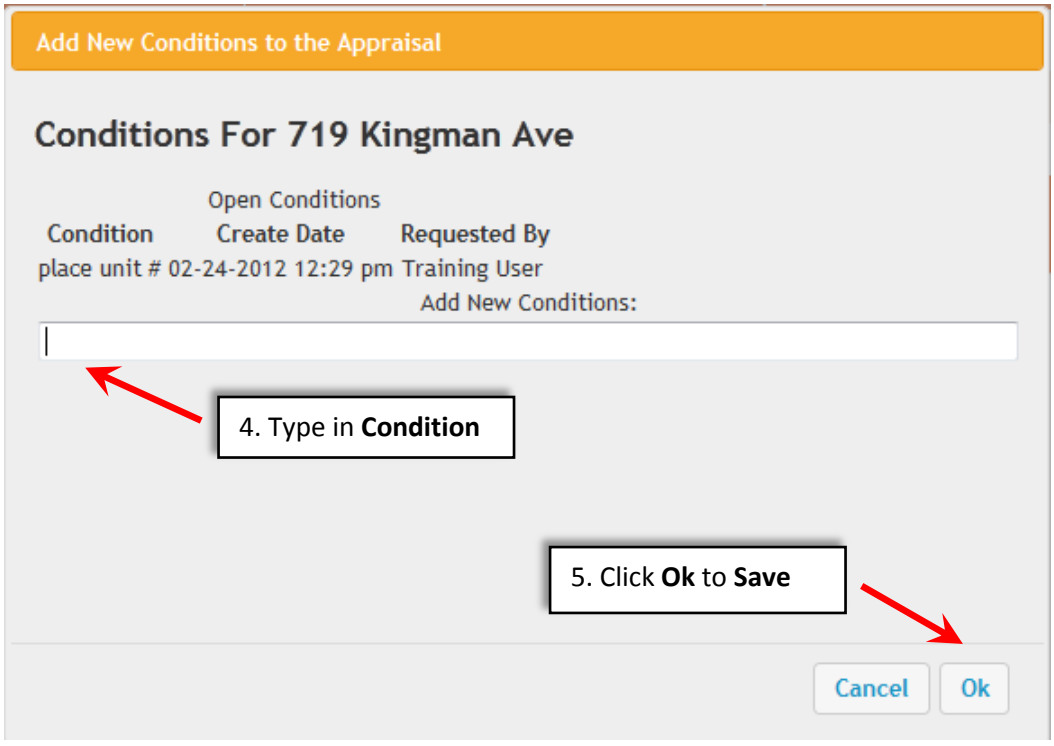
**- OR -**

1. Click the **View Orders** tab

2. Click on the **Conditions** tab




3. Click the to **add a Condition** to a file with existing conditions

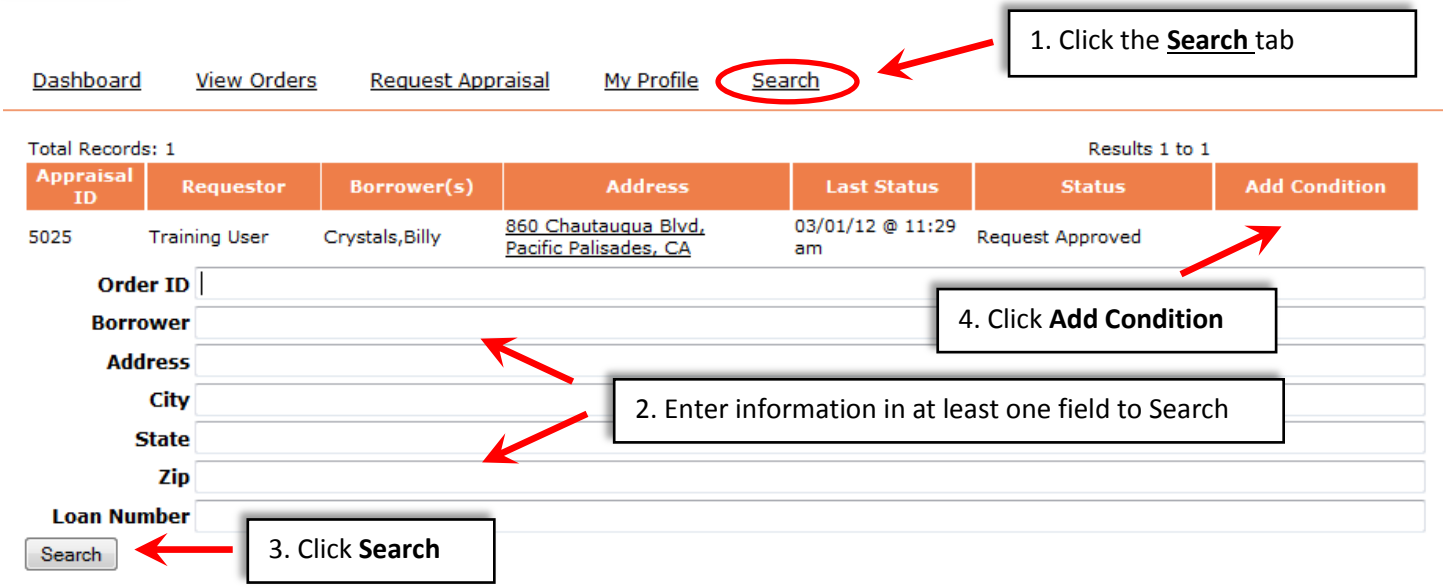


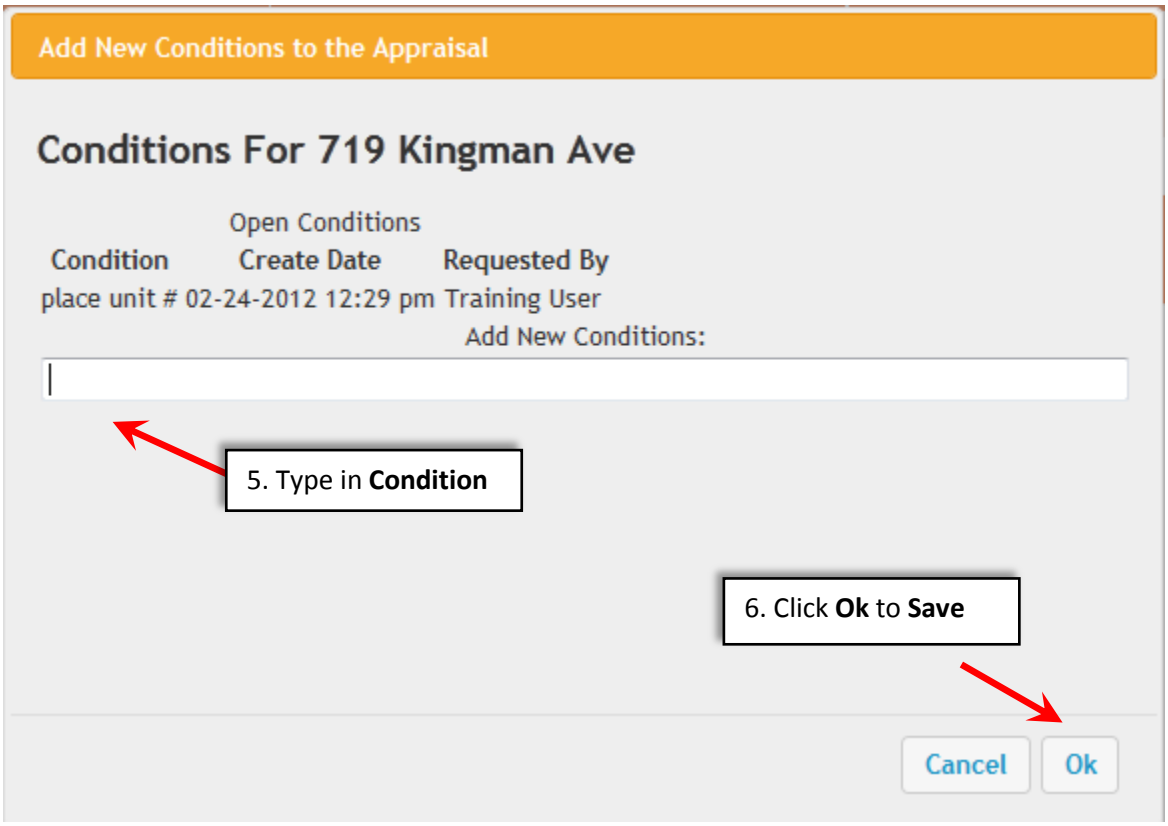

4. Type in **Condition**

5. Click **Ok** to **Save**

## How to Add a Condition Continued…

**- OR -**



## How am I notified when my order moves from Completed to Conditioned Order?

All order notifications are sent to the email address in your Connexions profile.

broker User,

This email is to let you know that the order's status has changed from **Completed** to **Conditioned Order**. Please review the below Order Details, and if any changes need to be made please contact the vendor using the information below. If you prefer, you can enter a note into the order with the necessary changes and the vendor will be notified.

### Order Summary - Appraisal Request:

| | | | |
|---|---|---|---|
| **Borrower(s):** | Hunt,Helen | **Property Type:** | Single Family Residence |
| **Address:** | 345 St. Perre Street | **Loan Type:** | Conventional |
| **City/ST/Zip:** | Beverly Hills, CA | **Transaction Type:** | Purchase |
| | | **Appointment Date:** | 03-09-2012 at 09:00 am |

**Appraisal Products:**

- Trip Fee
- 1004 - Uniform Residential Appraisal Report

Order detail located here.

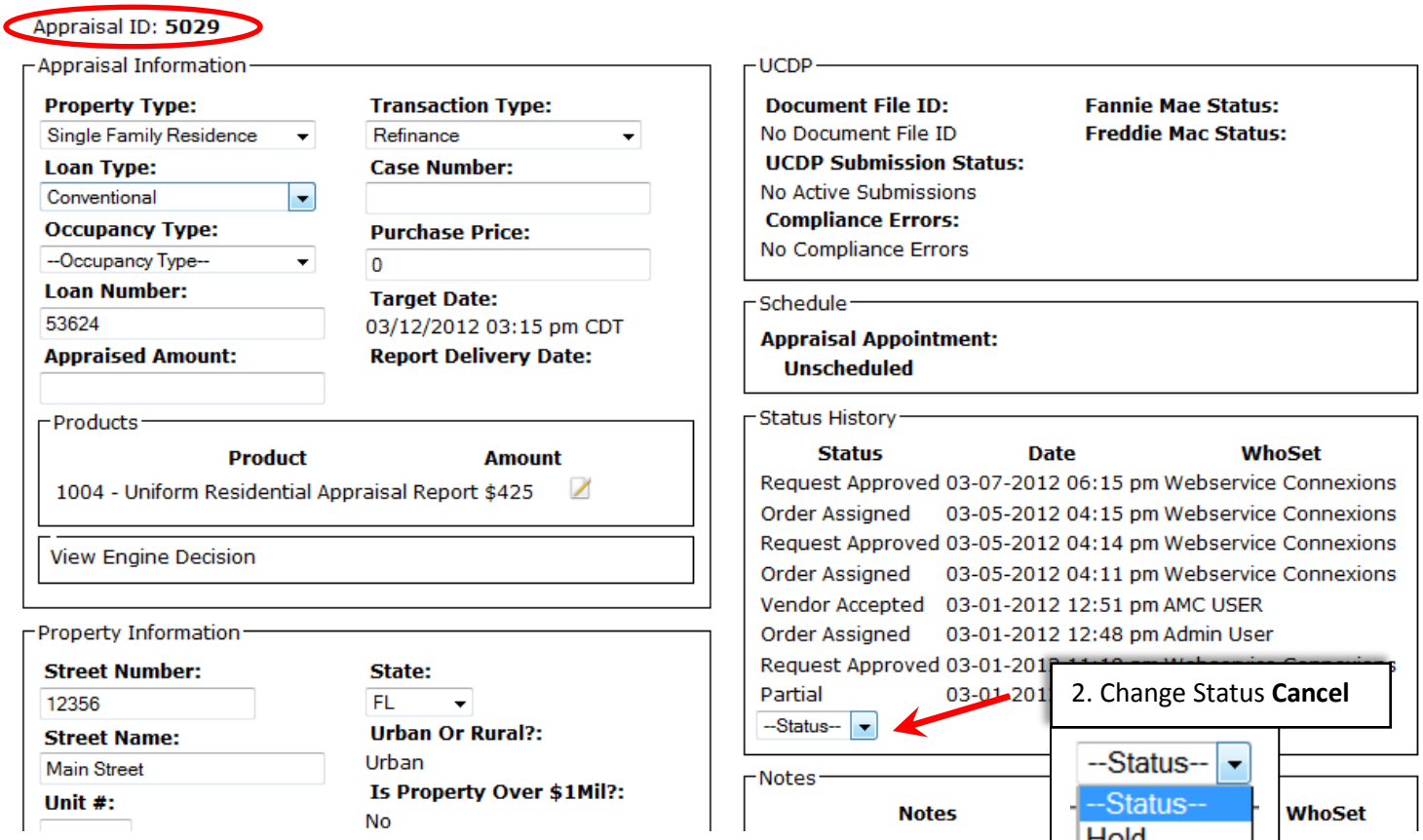
If you have any questions please contact customer service by phone 555-555-5555.

Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 555-555-5555*
*Email: Connexions@inhouseusa.com*
*Web:*

## How do I cancel an order?

1. **Open Report Detail** either from the **Dashboard** shortcuts or from the **View Orders** tab




Scroll down to the bottom of the report detail

3. Click **Update Appraisal** to **Save**

## How am I notified when my appraisal order is canceled?

All order notifications are sent to the email address in your Connexions profile.

Rian Metelko,

This email is to let you know that the order's status has changed from **Hold** to **Canceled** . Please review the below Order Details, and if any changes need to be made please contact the vendor using the information below. If you prefer, you can enter a note into the order with the necessary changes and the vendor will be notified.

### Order Summary - Appraisal Request:

| | | | |
|---|---|---|---|
| **Borrower(s):** | Bunny,Bugs | **Property Type:** | Condo |
| **Address:** | 1600 West Hope Street | **Loan Type:** | Conventional |
| **City/ST/Zip:** | Homeville, OH | **Transaction Type:** | Purchase |
| | | **Appointment Date:** | 02-13-2012 at 11:00 am |

**Appraisal Products:**

- 2055 - Exterior-Only Inspection Residential Appraisal Report

Order detail located here.

If you have any questions or need to provide additional information regarding this order you may contact the vendor below and they will be happy to assist you.

### AMC Information

| | | | |
|---|---|---|---|
| **AMC:** | InHouse USA | **AMC Processor Name:** | |
| **AMC Address:** | 822 A1A North Suite #200 | **AMC Phone:** | 904-239-4978 |
| **AMC City/ST/Zip:** | Ponte Vedra Beach, FL | **AMC Email:** | connexions@inhouseusa.com |

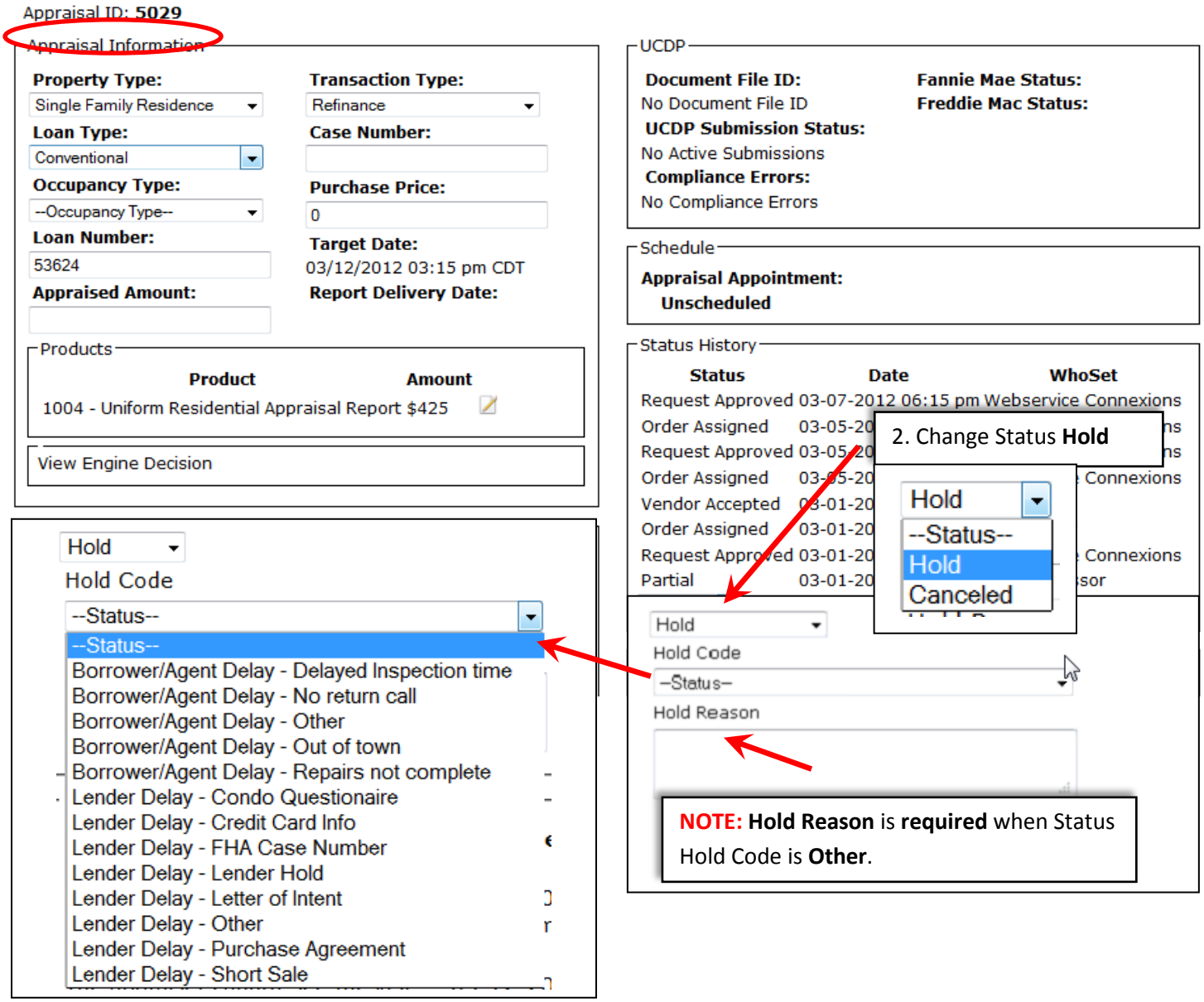
If you have any technical questions or other issues that the vendor is unable to help with please contact customer service by phone 555-555-5555.

Regards,

*Connexions Training*
*820 N A1A*
*Ponte Vedra Beach, FL, 32082*
*Phone: 555-555-5555*
*Email: Connexions@inhouseusa.com*
*Web:*

## How do I place an order on hold?

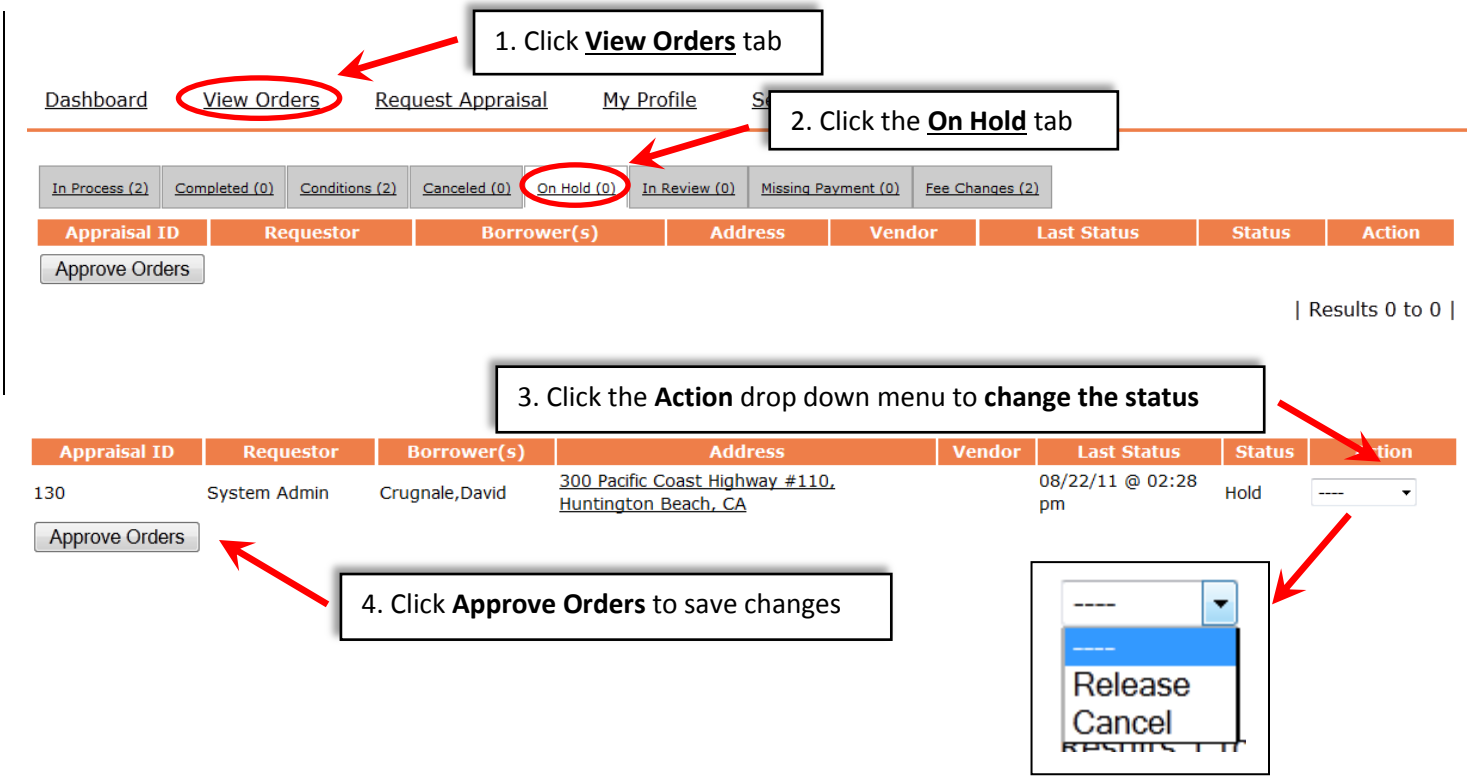
1. **Open Report Detail** either from the **Dashboard** shortcuts or from the **View Orders** tab




Scroll down to the bottom of the report detail

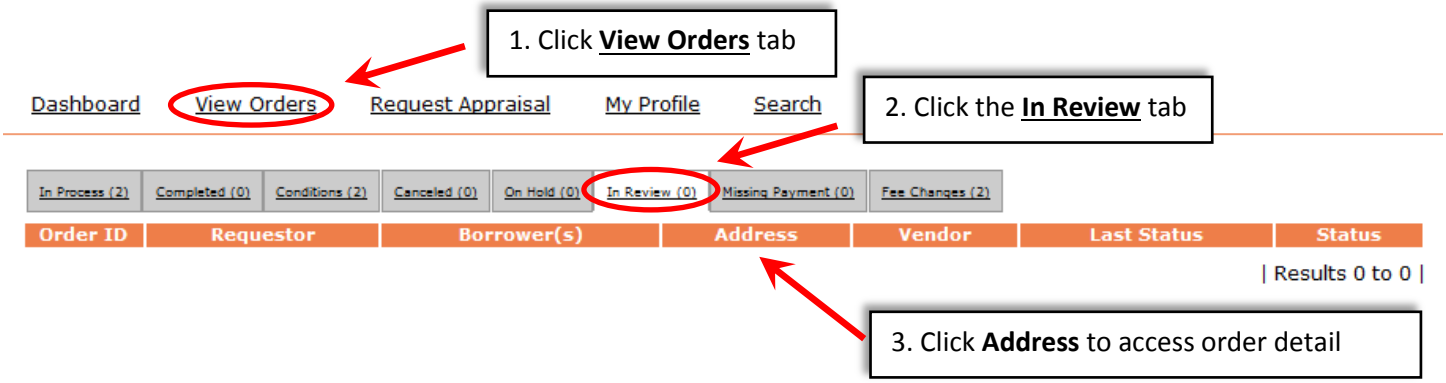
3. Click **Update Appraisal** to **Save** changes

## How do I remove an order from hold status?



## How do I access my orders in review?

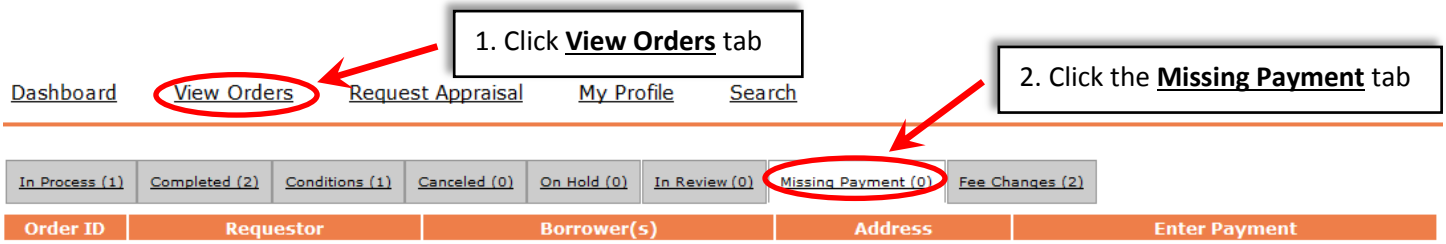
The **In Review** tab is an additional service offered by InHouse. **Not all lenders have this view**.




If your system is configured for reviews when the appraiser uploads the completed report it automatically goes to **In Review** for either a **Checklist Review** or a **Full Manual Review**.

## How do I view what orders have missing payments?

The **Missing Payments** tab will only contain information if the lender accepts credit card or echeck payments.



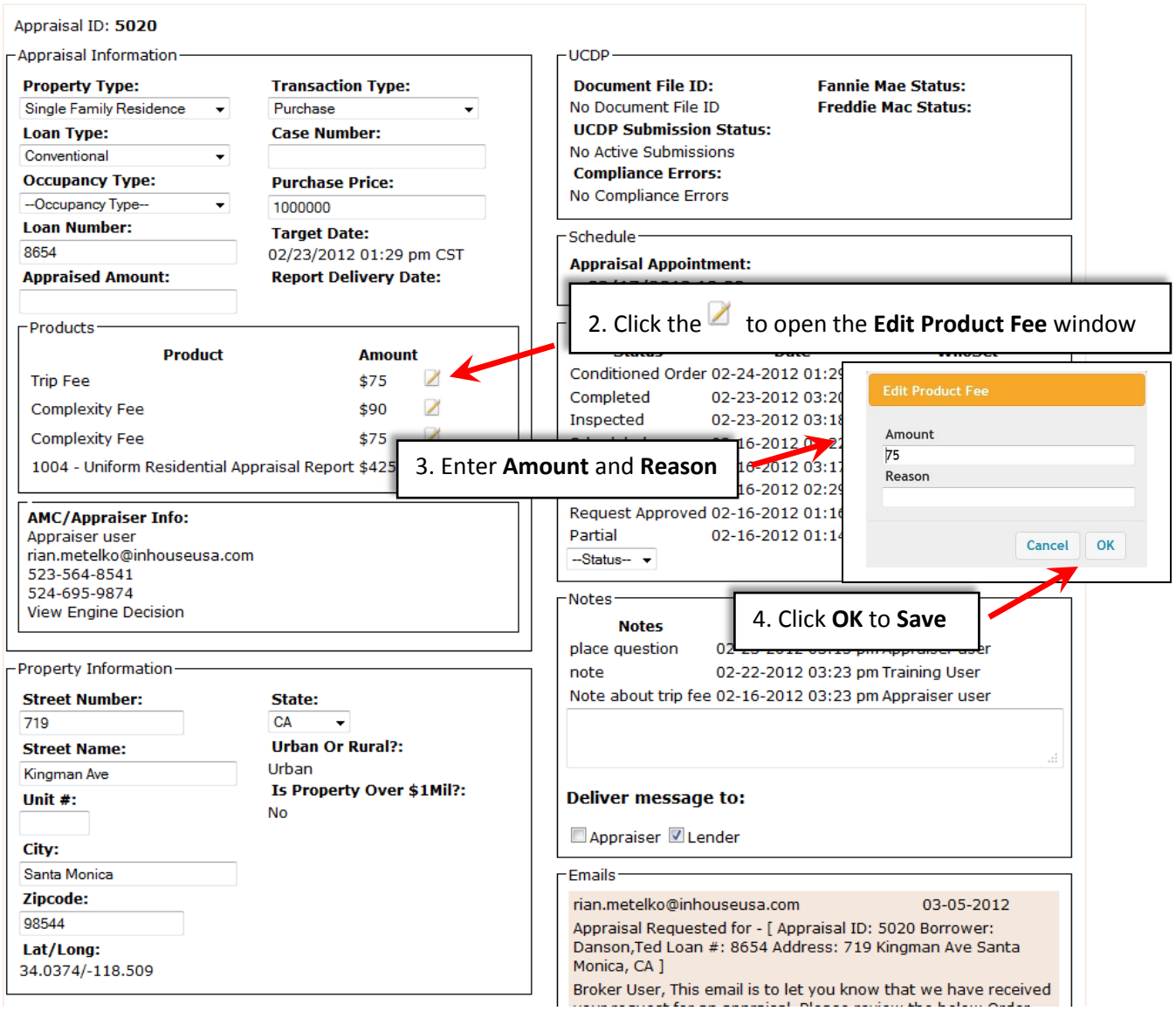

Available payment options for files with missing payments.

| Order ID | Requestor | Borrower(s) | Address | Enter Payment | Cancel | Change to Billable |
|---|---|---|---|---|---|---|
| 8 | William Broker | Garcia,Edwin Garcia,Samantha | 6737 West Byron Street, Chicago, IL | $ | ☐ | ☐ |
| 16 | System Admin | Joost,Betty | 147654 Amber Way, Chicago, IL | $ | ☐ | ☐ |

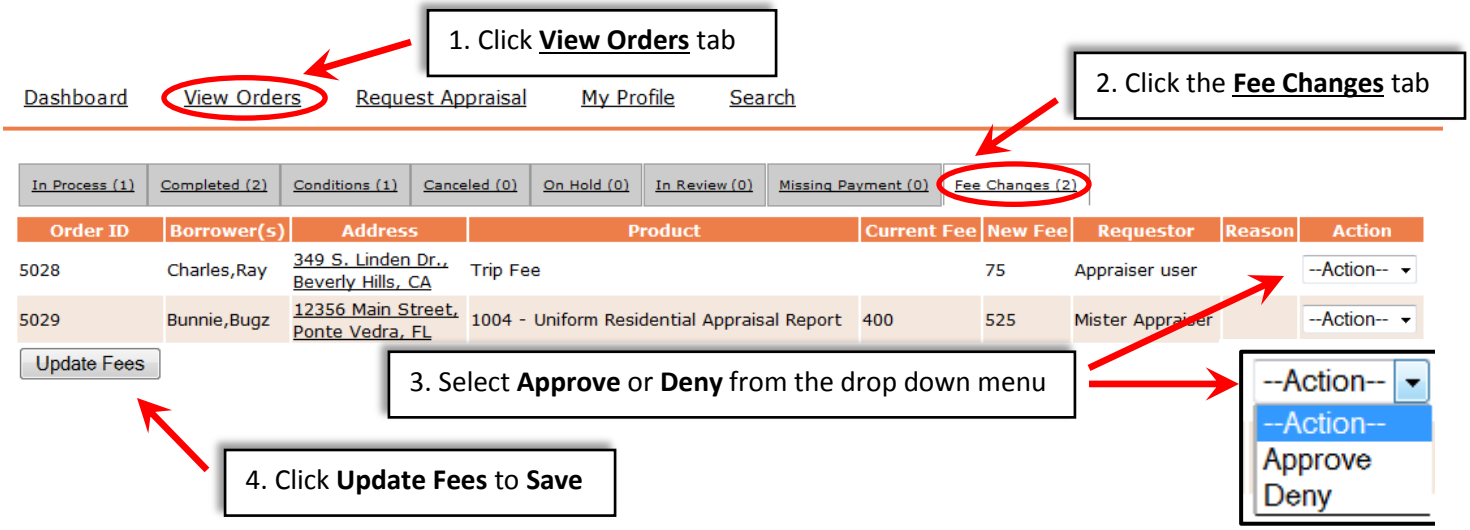
If your lender is billed for your orders this tab will not contain information.

## How do I edit fees?

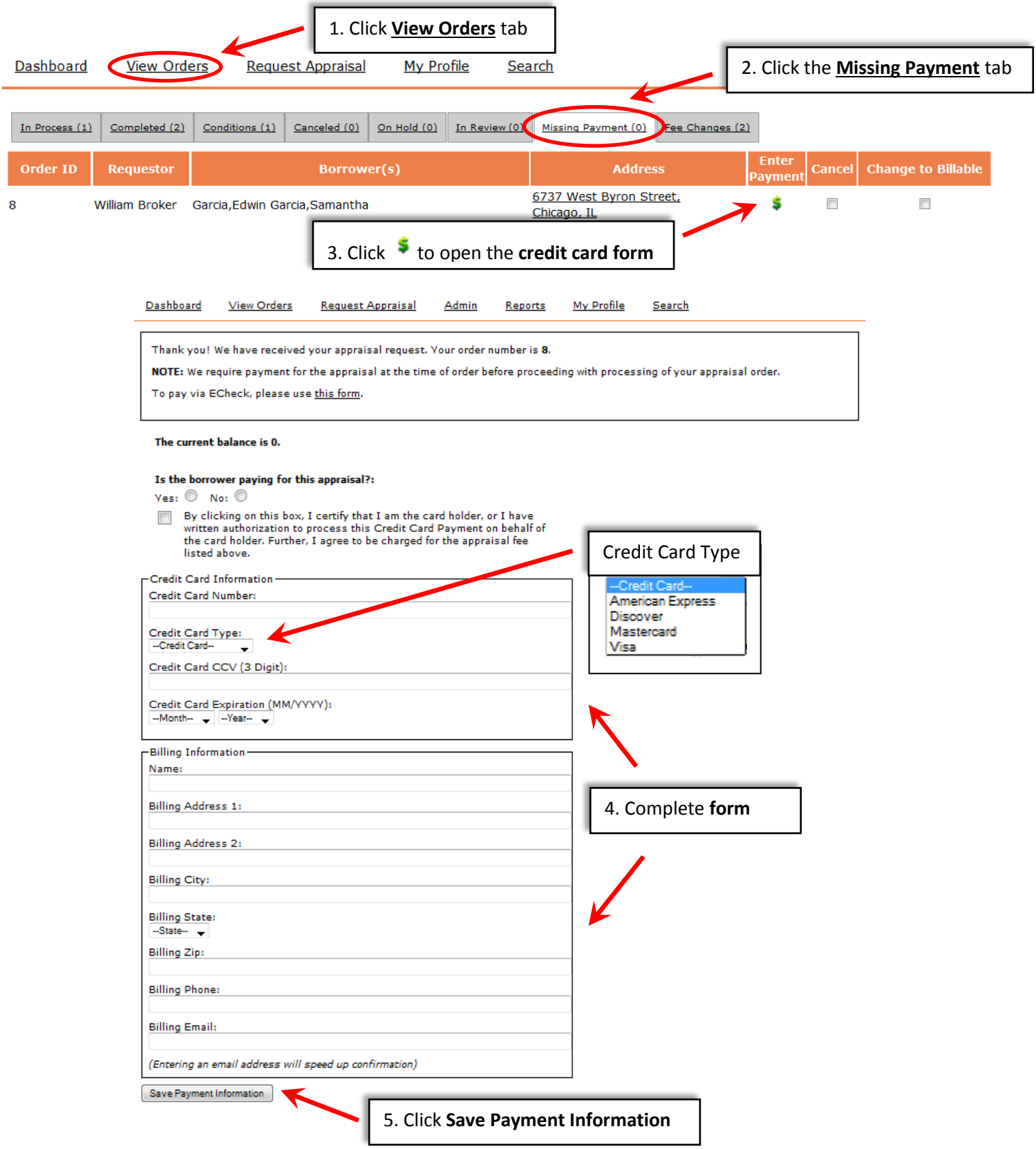
1. **Open Report Detail** either from the **Dashboard** shortcuts or from the **View Orders** tab



## How do I approve a fee change?

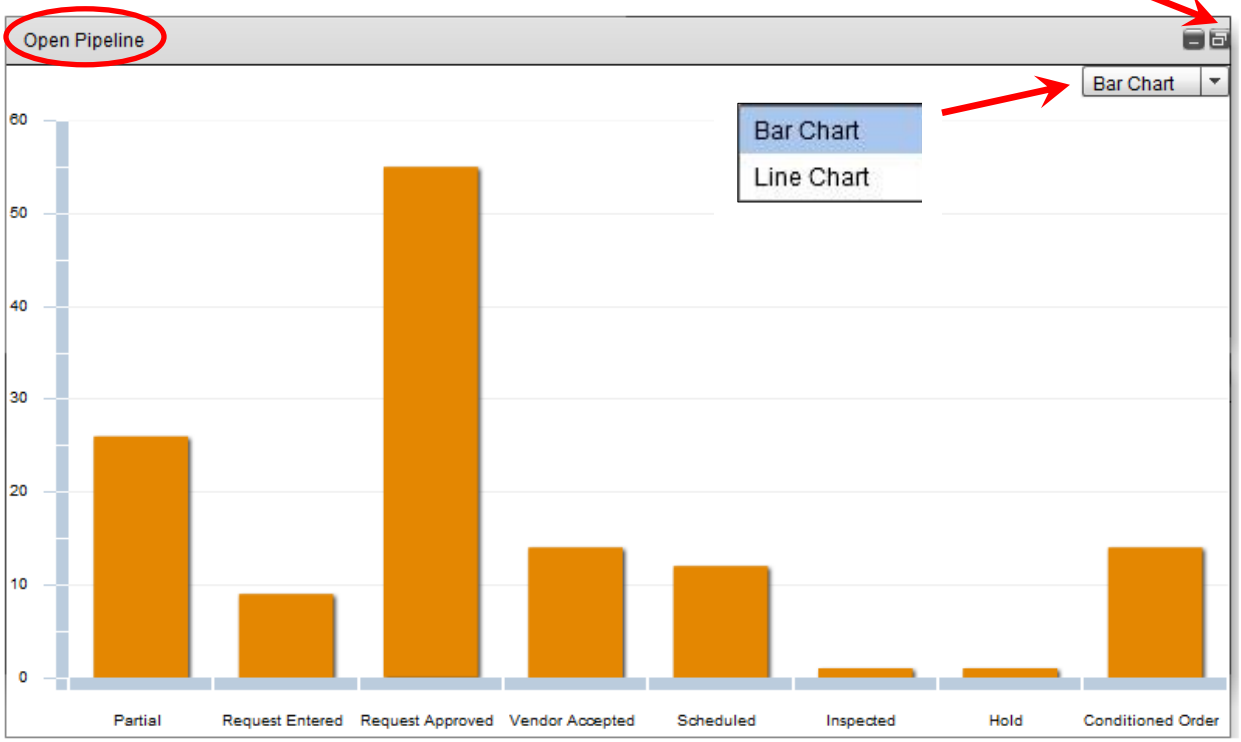


# How do I enter a credit card payment to an existing order?

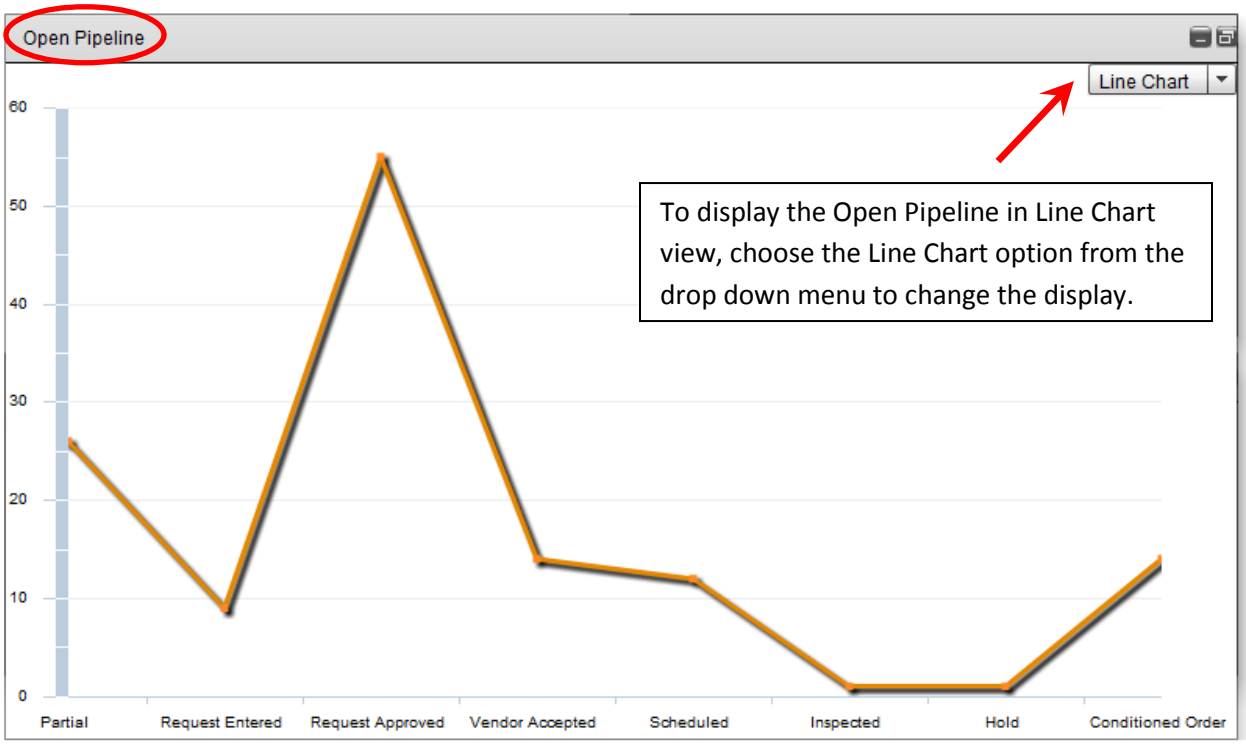


## What Is the Open Pipeline Report?

To return the Report display to the original size, click the double square button.

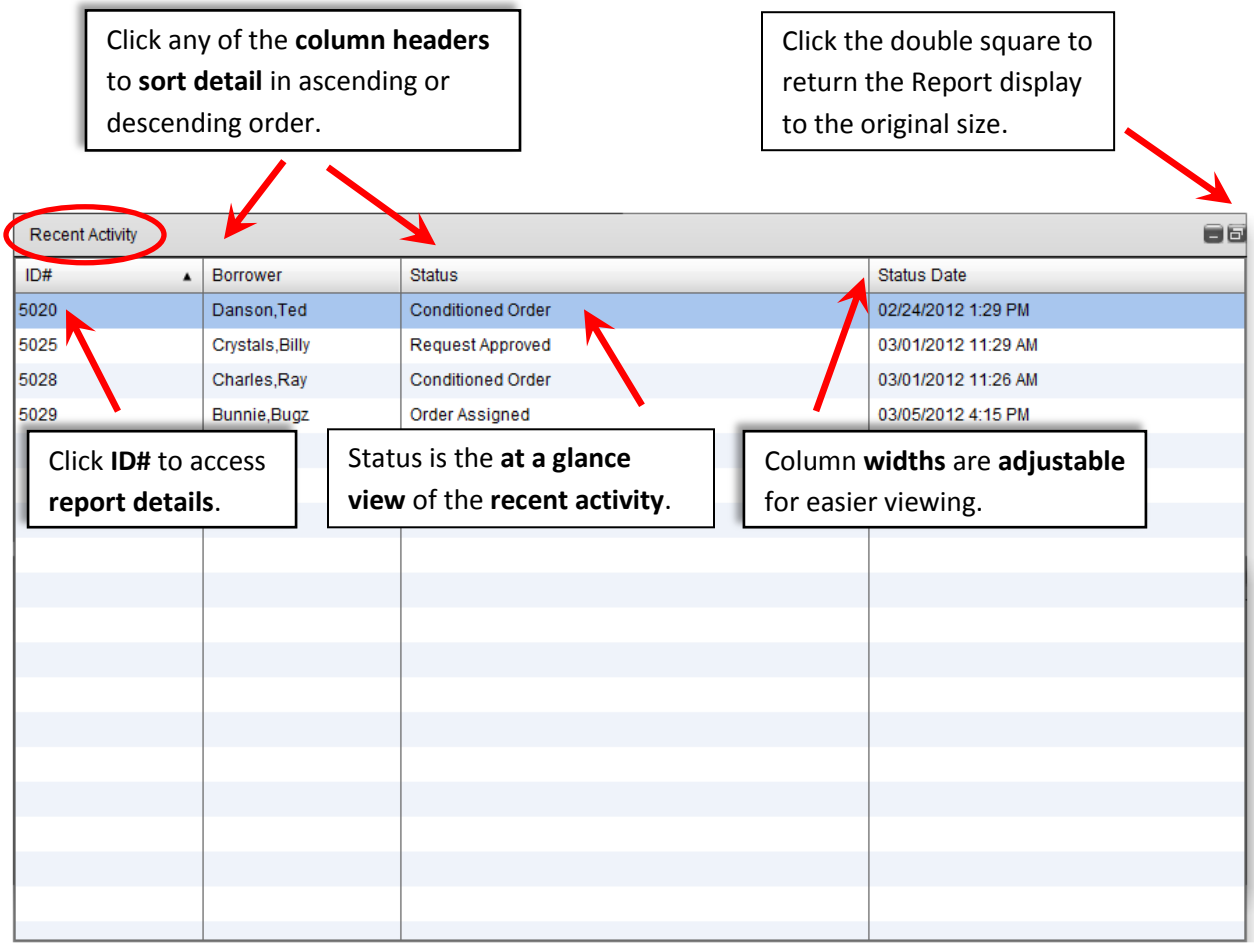



The Open Pipeline display can be seen in either a Bar Chart view or a Line Chart view.

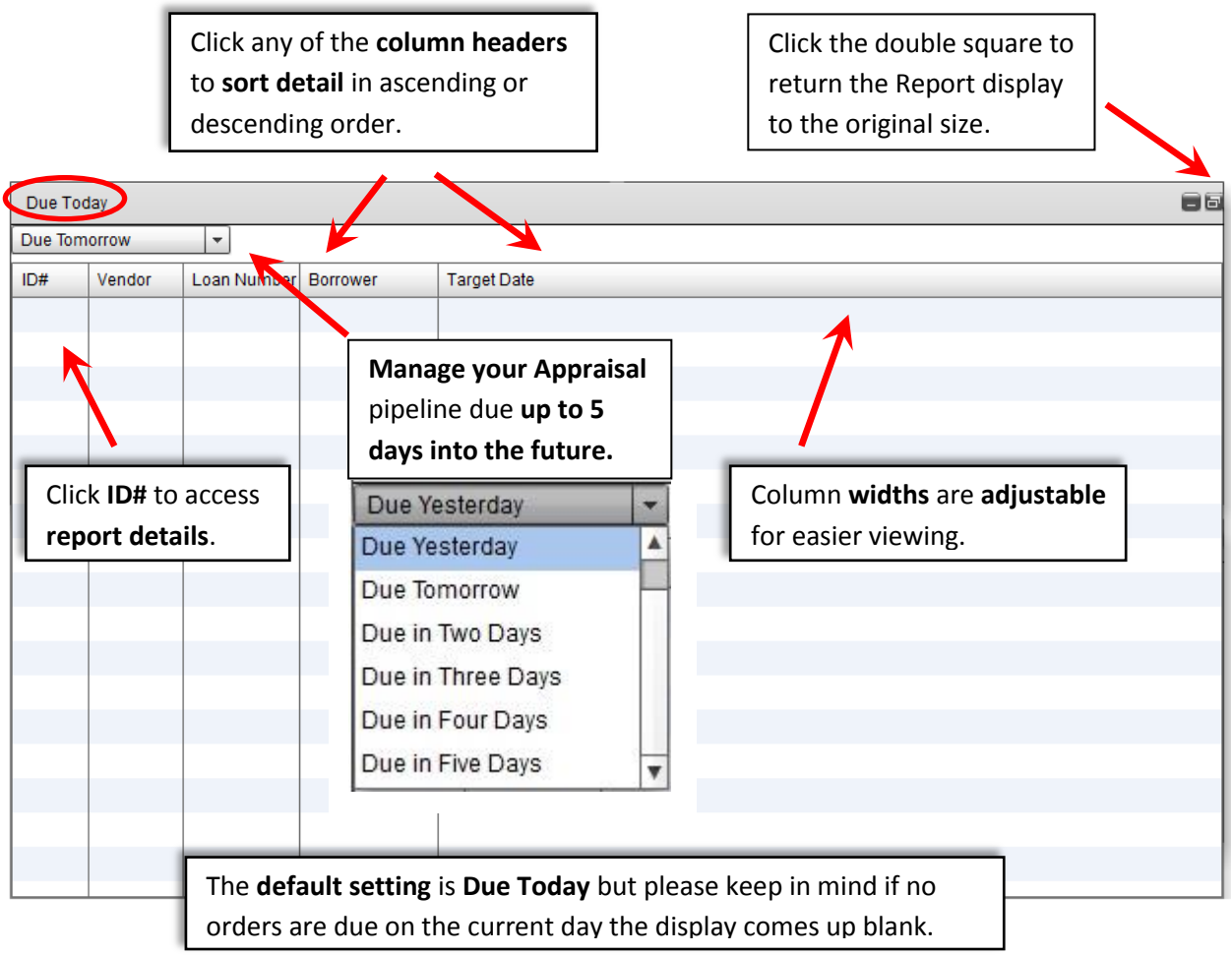



To display the Open Pipeline in Line Chart view, choose the Line Chart option from the drop down menu to change the display.

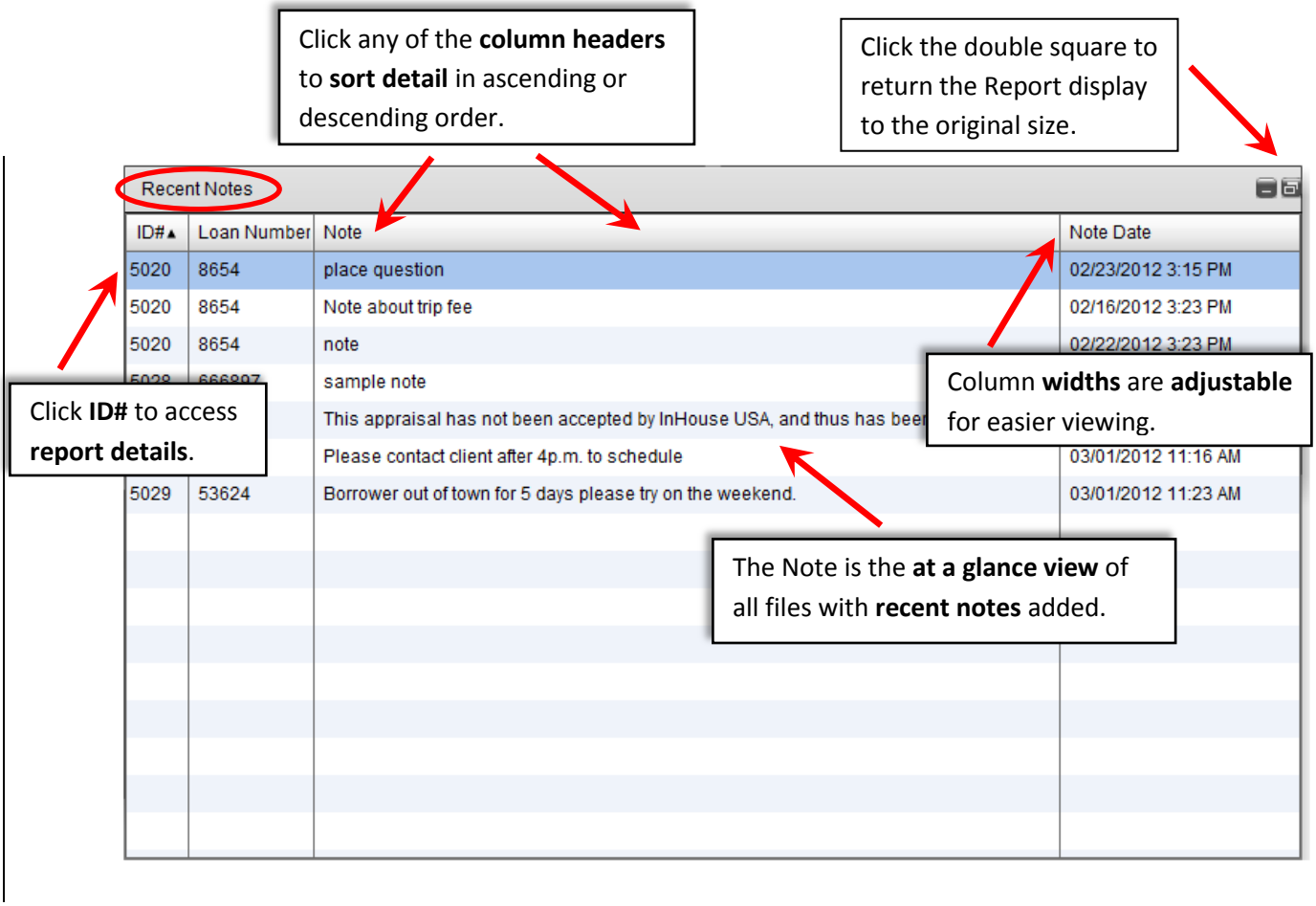
## What is the Recent Activity Report?



## What is the Due Today Report?


Click any of the **column headers** to **sort detail** in ascending or descending order.
Click the double square to return the Report display to the original size.
Due Today
Due Tomorrow
ID#
Vendor
Loan Number
Borrower
Target Date
**Manage your Appraisal** pipeline due **up to 5 days into the future.**
Click **ID#** to access **report details**.
Column **widths** are **adjustable** for easier viewing.
Due Yesterday
Due Yesterday
Due Tomorrow
Due in Two Days
Due in Three Days
Due in Four Days
Due in Five Days
The **default setting** is **Due Today** but please keep in mind if no orders are due on the current day the display comes up blank.

## What is the Recent Notes Report?


Click any of the **column headers** to **sort detail** in ascending or descending order.
Click the double square to return the Report display to the original size.
Recent Notes
ID#
Loan Number
Note
Note Date
5020 8654 place question 02/23/2012 3:15 PM
5020 8654 Note about trip fee 02/16/2012 3:23 PM
5020 8654 note 02/22/2012 3:23 PM
sample note
This appraisal has not been accepted by InHouse USA, and thus has bee
Please contact client after 4p.m. to schedule 03/01/2012 11:16 AM
5029 53624 Borrower out of town for 5 days please try on the weekend. 03/01/2012 11:23 AM
Click **ID#** to access **report details**.
Column **widths** are **adjustable** for easier viewing.
The Note is the **at a glance view** of all files with **recent notes** added.

## What are the In Process Status display codes?

The In Process tab shows all orders being worked by the assigned Appraiser/AMC. Each column allows the user to sort the information by clicking on the header column (Order Id, Borrower(s), Address, Status Date, Status, Target date).

**Partial –** Order entered but missing information or waiting for approval.

**Request Approved –** Order entered, payment information received, and order approved either automatically or manually if the site requires order approval. Not all lenders/companies require orders to await approval.

**Order Assigned –** Order assigned to an Appraiser/AMC set up in the Connexions system based on lender/company specifications.

**AMC Rejected –** Order not accepted by originally assigned Appraiser/AMC and flowing to Assignment Engine for automatic reassignment or waiting for manual assignment by authorized user(s).

**Vendor Accepted –** Order accepted by the assigned Appraiser/AMC.

**On Hold –** Order placed on hold by lender/company and must be released by lender/company for assigned Appraiser/AMC to continue work on the order.

**Canceled –** Order canceled by lender/company. Reactivation of the original order requires the user to enter a New Appraisal Request.

**Scheduled –** Property inspection scheduled by assigned Appraiser/AMC.

**Inspected –** Property inspection took place as scheduled by assigned Appraiser/AMC.

**UCDP –** Order sent to Uniform Collateral Data Portal for review by Fannie Mae or Freddie Mac. The appraisal report is not viewable by all users per the lender/company request.

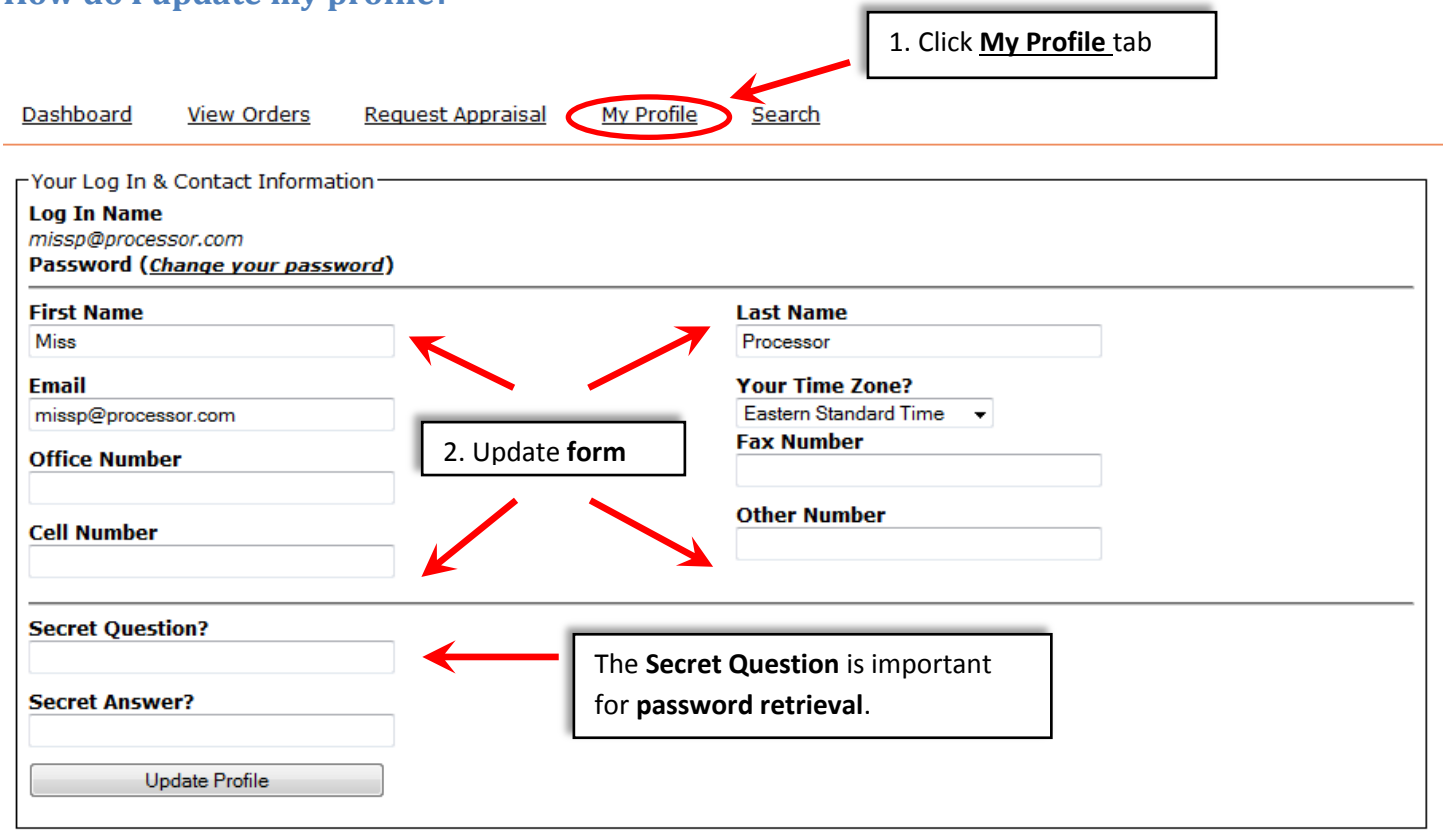
**Quality Review –** InHouse checklist review provided at an additional cost as requested by the lender/company.

**Appraisal Review –** InHouse full review provided at an additional cost as requested by the lender/company.

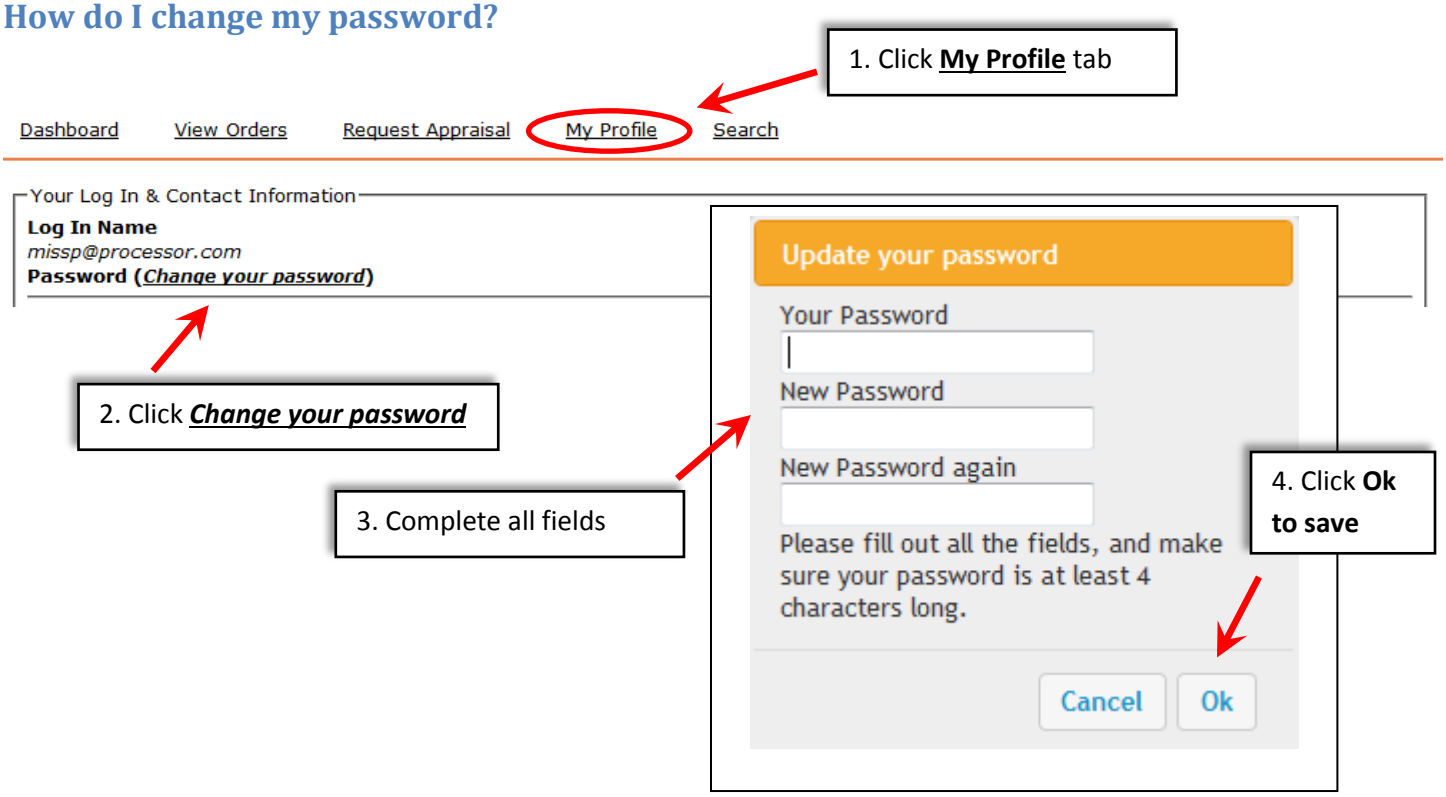
**Completed –** Order complete and sent to borrower via email if service requested by lender/company.

**Conditioned –** Order completed but user requested additional information on the appraisal for underwriting needs. Status cannot be changed back to Completed except by the assigned Appraiser/AMC uploading the revised report or a lender/company specified user manually changing status to Completed.

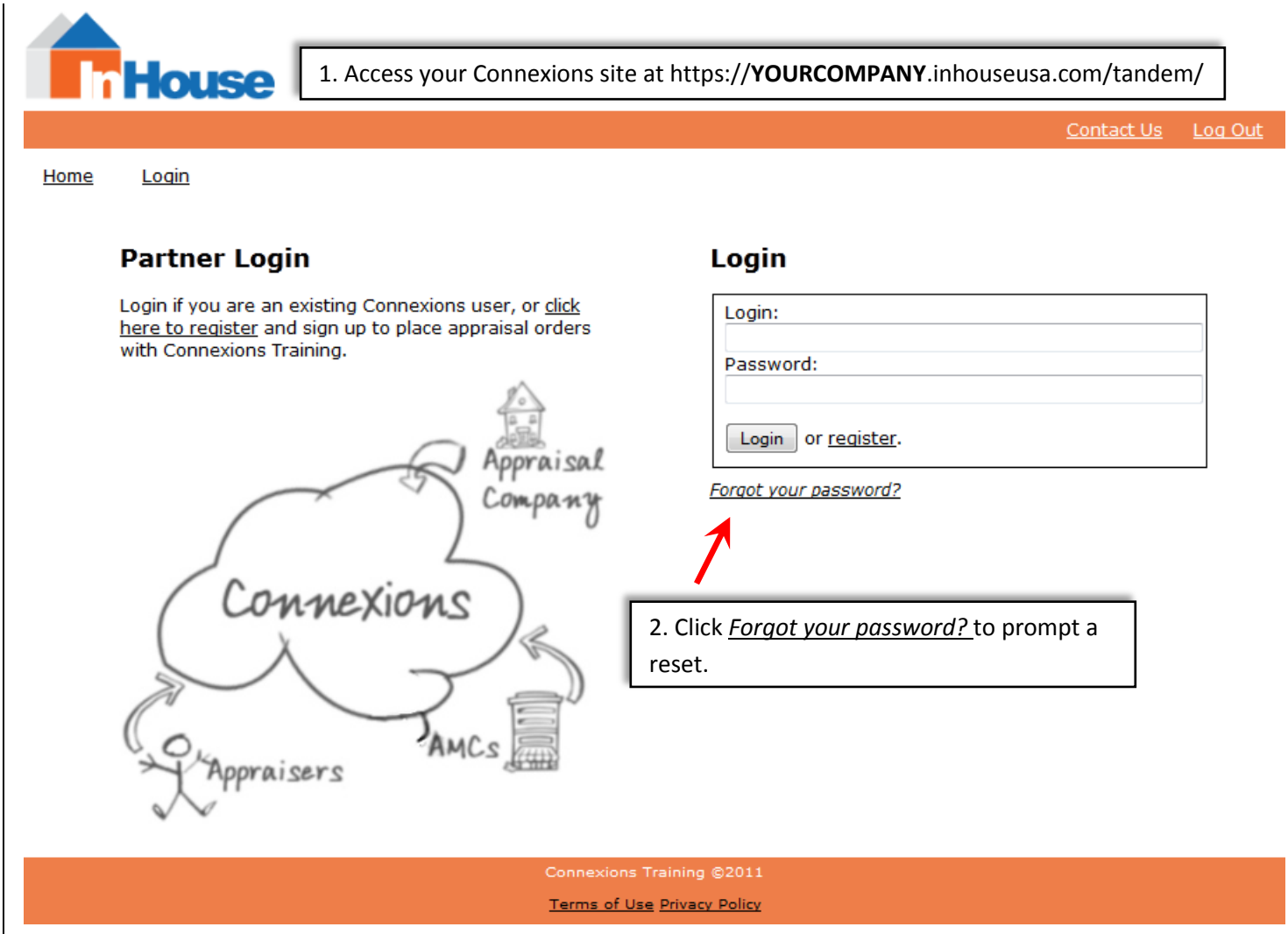
## How do I update my profile?

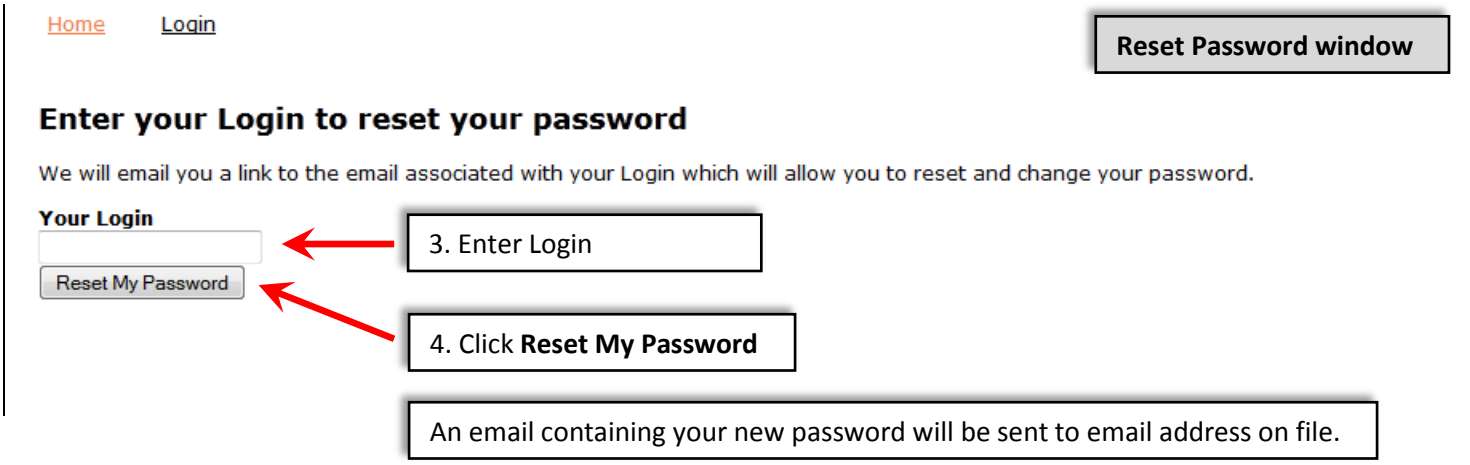



## How do I change my password?

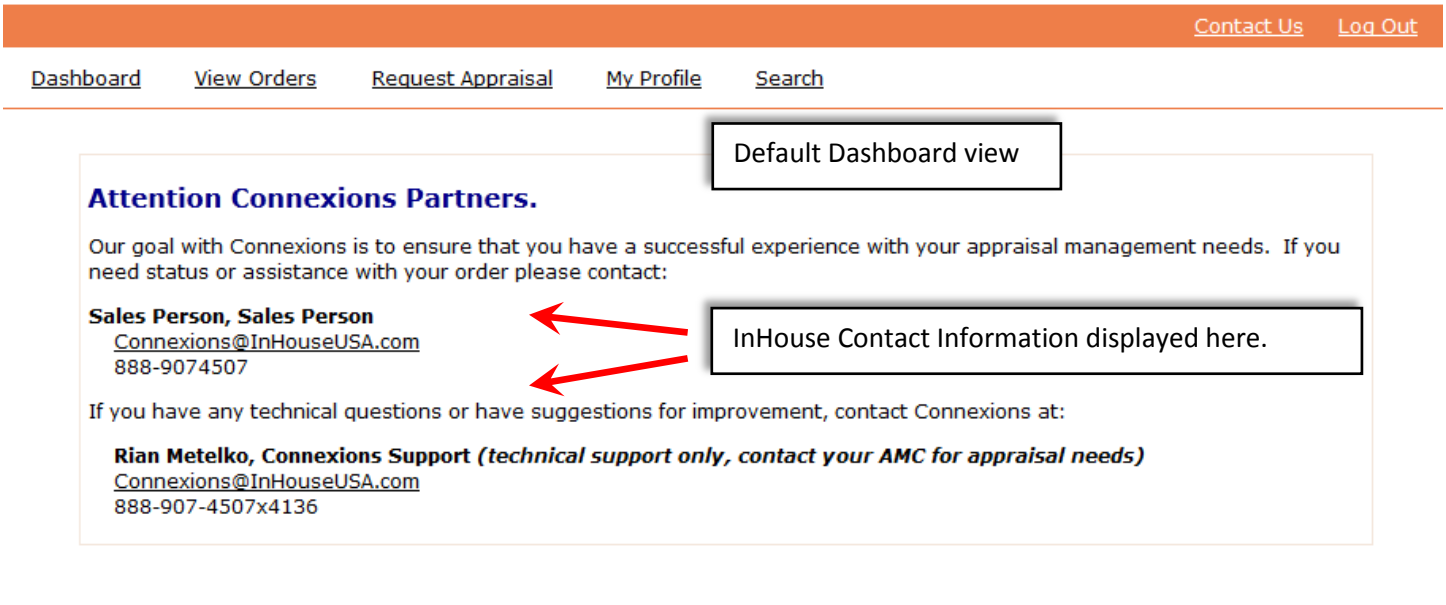


## How do I reset my password?





Home
Login
Reset Password window
Enter your Login to reset your password
We will email you a link to the email associated with your Login which will allow you to reset and change your password.
Your Login
Reset My Password
3. Enter Login
4. Click **Reset My Password**
An email containing your new password will be sent to email address on file.

## How do I contact my Administrator or InHouse support team?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Log Out
Dashboard
View Orders
Request Appraisal
My Profile
Search
Default Dashboard view
Attention Connexions Partners.
Our goal with Connexions is to ensure that you have a successful experience with your appraisal management needs. If you need status or assistance with your order please contact:
Sales Person, Sales Person
Connexions@InHouseUSA.com
888-9074507
InHouse Contact Information displayed here.
If you have any technical questions or have suggestions for improvement, contact Connexions at:
Rian Metelko, Connexions Support (technical support only, contact your AMC for appraisal needs)
Connexions@InHouseUSA.com
888-907-4507x4136